

2019 City of Wilmington Community Survey *Appendix B – Crosstabular Data by Key Demographic Variables*

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Submitted to the City of Wilmington, North Carolina

by:

ETC Institute
725 W. Frontier Circle
Olathe, Kansas
66061

May 2019



***Crosstabs by Number of Years Lived in
the City, Age of Respondents
and Gender of Respondents***

Q1. Major categories of services provided by the City of Wilmington are listed below. Please rate each item on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

N=833	Q25. How many years have you lived in Wilmington?				Q26. Your age					Q28. Your gender		Total
	Less than 5 years	5-10 years	11-20 years	20+ years	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	Male	Female	
<u>Q1-1. Overall maintenance of City streets & sidewalks</u>												
Very satisfied	6.3%	2.5%	2.5%	3.1%	4.8%	2.4%	3.6%	1.8%	4.1%	3.9%	2.7%	3.3%
Satisfied	32.4%	26.7%	25.9%	16.5%	21.2%	20.7%	16.6%	32.9%	19.9%	25.6%	19.0%	22.1%
Neutral	22.5%	21.7%	18.5%	22.0%	21.2%	22.6%	20.7%	15.9%	26.0%	20.2%	22.4%	21.5%
Dissatisfied	26.1%	35.0%	37.0%	34.9%	35.8%	33.5%	39.1%	32.9%	28.8%	35.2%	32.8%	34.0%
Very dissatisfied	12.6%	14.2%	16.0%	23.4%	17.0%	20.7%	20.1%	16.5%	21.2%	15.0%	23.2%	19.1%
<u>Q1-2. Overall quality of City's parks & recreation programs</u>												
Very satisfied	19.2%	12.0%	13.7%	13.3%	11.6%	12.2%	18.8%	15.1%	12.0%	15.1%	12.5%	13.8%
Satisfied	51.5%	56.5%	56.9%	50.1%	48.4%	56.4%	49.4%	52.0%	57.1%	55.3%	50.0%	52.8%
Neutral	24.2%	24.1%	20.3%	25.6%	25.2%	22.4%	20.1%	27.0%	27.1%	22.6%	26.1%	24.2%
Dissatisfied	4.0%	5.6%	5.2%	7.4%	10.3%	7.1%	8.4%	3.3%	1.5%	4.7%	7.9%	6.2%
Very dissatisfied	1.0%	1.9%	3.9%	3.6%	4.5%	1.9%	3.2%	2.6%	2.3%	2.3%	3.5%	3.0%

Q1. Major categories of services provided by the City of Wilmington are listed below. Please rate each item on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

N=833	Q25. How many years have you lived in Wilmington?				Q26. Your age					Q28. Your gender		Total
	Less than 5 years	5-10 years	11-20 years	20+ years	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	Male	Female	
<u>Q1-3. Overall quality of police services</u>												
Very satisfied	20.2%	16.4%	19.4%	19.3%	13.6%	11.3%	18.1%	22.4%	30.8%	21.1%	17.1%	19.0%
Satisfied	55.3%	48.3%	47.7%	48.2%	42.9%	51.7%	47.6%	53.2%	49.7%	51.2%	47.3%	49.0%
Neutral	19.1%	25.9%	23.2%	21.3%	25.3%	26.5%	27.7%	15.4%	14.7%	18.0%	25.3%	22.0%
Dissatisfied	5.3%	6.9%	5.8%	7.1%	11.0%	7.3%	4.2%	8.3%	2.1%	7.6%	5.6%	6.5%
Very dissatisfied	0.0%	2.6%	3.9%	4.2%	7.1%	3.3%	2.4%	0.6%	2.8%	2.1%	4.6%	3.5%
<u>Q1-4. Overall quality of fire services</u>												
Very satisfied	33.3%	24.8%	31.7%	36.5%	28.6%	23.1%	34.8%	37.0%	44.9%	37.2%	30.5%	33.4%
Satisfied	48.8%	60.4%	48.2%	47.7%	51.9%	58.0%	44.3%	50.0%	44.1%	50.3%	49.0%	49.9%
Neutral	17.9%	13.9%	17.3%	14.5%	17.3%	17.5%	19.6%	12.3%	9.6%	11.2%	19.1%	15.3%
Dissatisfied	0.0%	1.0%	1.4%	0.8%	1.5%	1.4%	0.6%	0.0%	0.7%	0.8%	0.8%	0.8%
Very dissatisfied	0.0%	0.0%	1.4%	0.5%	0.8%	0.0%	0.6%	0.7%	0.7%	0.6%	0.6%	0.6%

Q1. Major categories of services provided by the City of Wilmington are listed below. Please rate each item on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

N=833	Q25. How many years have you lived in Wilmington?				Q26. Your age					Q28. Your gender		Total
	Less than 5 years	5-10 years	11-20 years	20+ years	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	Male	Female	
<u>Q1-5. Overall efforts by City to enforce codes & ordinances</u>												
Very satisfied	14.8%	4.3%	7.9%	8.1%	9.2%	5.5%	8.3%	7.6%	11.5%	7.8%	8.8%	8.2%
Satisfied	21.0%	42.4%	36.4%	32.6%	32.3%	34.5%	33.1%	33.3%	35.1%	36.1%	31.5%	33.8%
Neutral	42.0%	31.5%	35.0%	31.9%	32.3%	35.2%	30.3%	34.0%	35.1%	32.8%	34.1%	33.5%
Dissatisfied	16.0%	14.1%	16.4%	15.7%	14.6%	17.9%	15.9%	18.1%	10.7%	15.1%	15.9%	15.5%
Very dissatisfied	6.2%	7.6%	4.3%	11.7%	11.5%	6.9%	12.4%	6.9%	7.6%	8.1%	9.7%	9.1%
<u>Q1-6. Overall quality of customer service provided by City employees</u>												
Very satisfied	20.4%	14.1%	10.3%	10.1%	14.0%	8.6%	10.7%	15.4%	11.9%	11.9%	12.2%	11.9%
Satisfied	42.9%	44.4%	48.3%	41.6%	35.7%	50.3%	40.7%	42.3%	49.3%	47.3%	40.3%	43.8%
Neutral	29.6%	27.3%	24.8%	34.1%	31.5%	24.5%	38.7%	31.5%	26.9%	28.9%	32.2%	30.8%
Dissatisfied	5.1%	11.1%	13.1%	9.8%	8.4%	15.2%	8.7%	8.1%	9.0%	8.6%	11.1%	9.9%
Very dissatisfied	2.0%	3.0%	3.4%	4.4%	10.5%	1.3%	1.3%	2.7%	3.0%	3.2%	4.2%	3.7%

Q1. Major categories of services provided by the City of Wilmington are listed below. Please rate each item on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

N=833	Q25. How many years have you lived in Wilmington?				Q26. Your age					Q28. Your gender		Total
	Less than 5 years	5-10 years	11-20 years	20+ years	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	Male	Female	
<u>Q1-7. Overall effectiveness of City communication with the public</u>												
Very satisfied	11.8%	10.7%	10.7%	7.1%	9.8%	4.5%	9.0%	10.5%	12.5%	10.8%	7.4%	9.0%
Satisfied	39.2%	32.1%	32.1%	38.9%	26.8%	37.6%	39.8%	36.4%	42.6%	35.6%	37.9%	36.8%
Neutral	36.3%	41.1%	32.1%	31.5%	34.6%	38.2%	28.3%	35.8%	30.1%	36.6%	30.3%	33.5%
Dissatisfied	10.8%	13.4%	18.9%	11.8%	16.3%	14.0%	15.7%	13.6%	6.6%	10.8%	15.9%	13.4%
Very dissatisfied	2.0%	2.7%	6.3%	10.6%	12.4%	5.7%	7.2%	3.7%	8.1%	6.2%	8.5%	7.4%
<u>Q1-8. Overall management of traffic flow on City streets</u>												
Very satisfied	3.6%	3.4%	3.7%	2.7%	2.4%	1.2%	3.6%	3.1%	5.4%	3.0%	3.2%	3.1%
Satisfied	16.2%	15.3%	10.4%	16.3%	9.1%	11.7%	17.5%	18.5%	18.4%	15.8%	14.5%	15.1%
Neutral	26.1%	16.1%	20.7%	19.7%	20.7%	19.1%	21.1%	20.4%	20.4%	21.0%	19.5%	20.3%
Dissatisfied	34.2%	39.8%	38.4%	31.1%	32.3%	41.4%	29.5%	35.8%	32.7%	32.2%	36.2%	34.1%
Very dissatisfied	19.8%	25.4%	26.8%	30.2%	35.4%	26.5%	28.3%	22.2%	23.1%	28.0%	26.7%	27.4%

Q1. Major categories of services provided by the City of Wilmington are listed below. Please rate each item on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

N=833	Q25. How many years have you lived in Wilmington?				Q26. Your age					Q28. Your gender		Total
	Less than 5 years	5-10 years	11-20 years	20+ years	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	Male	Female	
<u>Q1-9. Overall management of stormwater runoff by City</u>												
Very satisfied	4.0%	4.7%	8.3%	2.7%	7.0%	2.5%	5.1%	1.3%	5.8%	4.7%	3.9%	4.3%
Satisfied	27.3%	23.4%	27.6%	22.9%	22.3%	25.3%	22.9%	27.3%	24.6%	27.7%	21.5%	24.5%
Neutral	31.3%	33.6%	21.2%	31.0%	22.9%	32.3%	29.3%	28.6%	34.1%	28.0%	30.9%	29.4%
Dissatisfied	30.3%	23.4%	30.1%	27.1%	32.5%	22.2%	31.2%	29.2%	21.7%	27.2%	27.7%	27.6%
Very dissatisfied	7.1%	15.0%	12.8%	16.3%	15.3%	17.7%	11.5%	13.6%	13.8%	12.4%	16.0%	14.3%
<u>Q1-10. Overall quality of trash, recycling, & yard waste collection services</u>												
Very satisfied	31.4%	25.9%	23.4%	27.6%	21.7%	25.5%	25.3%	32.1%	32.2%	30.5%	23.8%	26.9%
Satisfied	44.1%	44.0%	48.7%	46.0%	46.6%	48.4%	46.3%	40.3%	46.2%	44.9%	46.8%	46.0%
Neutral	15.7%	19.8%	17.5%	15.8%	19.3%	14.3%	17.3%	21.4%	11.9%	16.4%	17.3%	16.8%
Dissatisfied	5.9%	6.0%	4.5%	7.7%	5.0%	6.8%	7.4%	5.0%	9.1%	4.9%	8.3%	6.6%
Very dissatisfied	2.9%	4.3%	5.8%	2.9%	7.5%	5.0%	3.7%	1.3%	0.7%	3.3%	4.0%	3.6%

Q2. Which THREE of the major categories of City services listed in Question 1 do you think are MOST IMPORTANT for the City to provide? (top 3)

N=833

Q25. How many years have you lived in Wilmington?				Q26. Your age					Q28. Your gender		Total
Less than 5 years	5-10 years	11-20 years	20+ years	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	Male	Female	

Q2. Sum of top 3 choices

Overall maintenance of City streets & sidewalks	43.8%	55.3%	51.8%	50.0%	54.5%	52.4%	53.2%	46.4%	43.8%	52.3%	47.8%	50.1%
Overall quality of City's parks & recreation programs	17.0%	23.6%	14.0%	9.9%	27.9%	16.9%	8.8%	8.4%	5.9%	10.9%	16.4%	13.6%
Overall quality of police services	59.8%	61.0%	57.9%	57.5%	53.9%	58.4%	63.7%	64.5%	50.3%	59.9%	57.0%	58.3%
Overall quality of fire services	36.6%	27.6%	37.8%	36.1%	27.3%	30.1%	39.2%	39.2%	39.9%	38.7%	31.6%	35.2%
Overall efforts by City to enforce codes & ordinances	16.1%	9.8%	7.9%	14.2%	12.1%	11.4%	10.5%	14.5%	13.7%	12.4%	12.1%	12.6%
Overall quality of customer service provided by City employees	10.7%	5.7%	3.7%	4.0%	7.9%	3.6%	2.3%	5.4%	6.5%	3.9%	6.3%	5.0%
Overall effectiveness of City communication with the public	17.0%	12.2%	6.7%	9.0%	13.9%	13.3%	7.6%	8.4%	8.5%	8.3%	12.3%	10.2%
Overall management of traffic flow on City streets	43.8%	48.8%	48.8%	46.2%	55.2%	47.0%	49.1%	41.6%	39.2%	47.4%	45.9%	46.7%
Overall management of stormwater runoff by City	16.1%	17.1%	25.0%	19.6%	23.0%	25.3%	18.1%	19.3%	13.7%	18.7%	21.3%	19.9%
Overall quality of trash, recycling, & yard waste collection services	22.3%	21.1%	15.2%	18.9%	19.4%	21.7%	19.9%	16.3%	17.0%	21.4%	16.4%	19.0%
None chosen	4.5%	4.9%	8.5%	10.1%	1.2%	4.8%	8.2%	10.8%	17.6%	8.0%	8.9%	8.4%

Q3. Items that may influence your perception of the City of Wilmington are listed below. Please rate each item on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

N=833	Q25. How many years have you lived in Wilmington?				Q26. Your age					Q28. Your gender		Total
	Less than 5 years	5-10 years	11-20 years	20+ years	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	Male	Female	
<u>Q3-1. Overall quality of services provided by City</u>												
Very satisfied	9.2%	4.3%	5.1%	7.1%	7.4%	3.1%	7.2%	9.4%	5.7%	6.3%	6.9%	6.5%
Satisfied	51.4%	53.9%	52.5%	49.1%	44.8%	52.5%	44.6%	54.7%	58.2%	52.6%	49.2%	50.9%
Neutral	32.1%	32.2%	31.6%	31.5%	35.0%	32.5%	35.5%	27.7%	26.2%	31.7%	31.2%	31.4%
Dissatisfied	7.3%	7.0%	7.6%	9.3%	7.4%	10.6%	9.6%	7.5%	7.1%	7.3%	9.4%	8.5%
Very dissatisfied	0.0%	2.6%	3.2%	2.9%	5.5%	1.3%	3.0%	0.6%	2.8%	2.0%	3.3%	2.6%
<u>Q3-2. Appearance of City</u>												
Very satisfied	18.0%	11.7%	7.4%	6.8%	9.8%	7.4%	10.7%	8.0%	11.7%	8.9%	9.9%	9.3%
Satisfied	45.0%	42.5%	45.7%	40.6%	40.5%	44.2%	34.9%	47.2%	44.8%	45.3%	39.7%	42.6%
Neutral	20.7%	21.7%	27.2%	27.3%	29.4%	20.2%	30.8%	27.6%	17.9%	24.5%	26.3%	25.4%
Dissatisfied	10.8%	20.0%	17.3%	20.3%	11.7%	25.8%	18.9%	14.7%	21.4%	18.1%	18.4%	18.3%
Very dissatisfied	5.4%	4.2%	2.5%	5.1%	8.6%	2.5%	4.7%	2.5%	4.1%	3.2%	5.7%	4.4%

Q3. Items that may influence your perception of the City of Wilmington are listed below. Please rate each item on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

N=833

Q25. How many years have you lived in
Wilmington?

Less than 5 years	5-10 years	11-20 years	20+ years
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Q26. Your age

Under 35 years	35-44 years	45-54 years	55-64 years	65+ years
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Q28. Your gender

Male	Female
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Total

Q3-3. How well City is planning for growth

Very satisfied	5.1%	1.7%	3.8%	2.7%	3.8%	3.1%	3.6%	1.9%	3.6%	3.1%	3.3%	3.2%
Satisfied	17.2%	13.9%	13.5%	12.4%	15.4%	13.2%	9.6%	15.9%	12.9%	15.2%	11.5%	13.3%
Neutral	25.3%	25.2%	14.7%	20.9%	18.6%	17.0%	22.2%	17.8%	30.2%	19.8%	22.2%	20.8%
Dissatisfied	34.3%	30.4%	37.2%	28.2%	30.8%	32.1%	29.9%	38.2%	23.7%	29.3%	32.7%	31.2%
Very dissatisfied	18.2%	28.7%	30.8%	35.8%	31.4%	34.6%	34.7%	26.1%	29.5%	32.6%	30.4%	31.6%

Q3-4. Overall quality of life in City

Very satisfied	23.4%	10.0%	15.4%	7.3%	12.2%	13.6%	9.4%	13.1%	9.6%	14.1%	9.2%	11.5%
Satisfied	45.0%	51.7%	45.1%	46.5%	44.5%	44.4%	48.8%	48.8%	46.6%	46.7%	47.1%	46.8%
Neutral	26.1%	29.2%	25.9%	26.2%	23.8%	30.9%	23.5%	23.8%	31.5%	28.0%	24.8%	26.5%
Dissatisfied	5.4%	5.8%	9.3%	15.3%	11.0%	9.3%	13.5%	11.9%	11.0%	8.4%	13.9%	11.3%
Very dissatisfied	0.0%	3.3%	4.3%	4.8%	8.5%	1.9%	4.7%	2.5%	1.4%	2.7%	5.0%	3.8%

Q3. Items that may influence your perception of the City of Wilmington are listed below. Please rate each item on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

N=833

Q25. How many years have you lived in
Wilmington?

Less than 5 years	5-10 years	11-20 years	20+ years
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Q26. Your age

Under 35 years	35-44 years	45-54 years	55-64 years	65+ years
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Q28. Your gender

Male	Female
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Total

Q3-5. Availability of job opportunities

Very satisfied	4.3%	3.0%	2.8%	3.1%	5.2%	2.6%	3.4%	3.1%	2.8%	4.4%	2.5%	3.4%
Satisfied	21.5%	16.0%	13.5%	20.3%	15.6%	16.9%	17.4%	23.3%	20.8%	22.5%	14.6%	18.2%
Neutral	35.5%	21.0%	29.1%	37.2%	26.0%	27.3%	30.9%	38.0%	46.2%	34.3%	31.7%	33.0%
Dissatisfied	29.0%	41.0%	31.2%	23.3%	31.2%	27.3%	32.2%	27.1%	20.8%	25.1%	30.6%	28.1%
Very dissatisfied	9.7%	19.0%	23.4%	16.1%	22.1%	26.0%	16.1%	8.5%	9.4%	13.6%	20.5%	17.2%

Q3-6. Overall value you receive for City taxes & fees

Very satisfied	5.7%	6.1%	3.8%	2.7%	3.8%	3.8%	3.0%	3.1%	5.6%	5.5%	2.0%	3.7%
Satisfied	35.2%	17.4%	23.3%	20.8%	17.9%	21.3%	23.2%	23.6%	27.1%	25.2%	20.7%	22.8%
Neutral	35.2%	45.2%	37.7%	32.9%	35.3%	36.3%	32.7%	39.8%	35.4%	35.5%	36.1%	36.0%
Dissatisfied	17.1%	20.0%	24.5%	26.3%	25.0%	26.9%	27.4%	22.4%	17.4%	19.6%	27.8%	23.8%
Very dissatisfied	6.7%	11.3%	10.7%	17.4%	17.9%	11.9%	13.7%	11.2%	14.6%	14.1%	13.4%	13.6%

Q4. Public Safety Services. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following items. (without "don't know")

N=833

Q25. How many years have you lived in
Wilmington?

Q26. Your age

Q28. Your gender

Total

Less than 5 years	5-10 years	11-20 years	20+ years
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Under 35 years	35-44 years	45-54 years	55-64 years	65+ years
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Male	Female
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Q4-1. City efforts to prevent fires

Very satisfied	23.6%	20.7%	22.2%	21.6%	26.1%	20.0%	20.9%	20.0%	23.7%	23.9%	20.0%	21.9%
Satisfied	44.4%	56.1%	57.1%	53.3%	48.7%	54.1%	51.5%	57.0%	54.2%	52.3%	55.1%	53.5%
Neutral	30.6%	22.0%	20.6%	24.0%	24.4%	25.9%	24.6%	22.2%	22.1%	23.6%	23.7%	23.7%
Dissatisfied	0.0%	1.2%	0.0%	0.8%	0.0%	0.0%	2.2%	0.7%	0.0%	0.3%	0.6%	0.6%
Very dissatisfied	1.4%	0.0%	0.0%	0.3%	0.8%	0.0%	0.7%	0.0%	0.0%	0.0%	0.6%	0.3%

Q4-2. Enforcement of local traffic laws

Very satisfied	10.8%	8.0%	11.0%	10.4%	12.7%	9.7%	9.8%	10.2%	10.5%	11.1%	9.9%	10.4%
Satisfied	41.2%	44.6%	42.2%	42.4%	40.0%	49.0%	39.3%	42.0%	41.3%	41.3%	43.6%	42.3%
Neutral	29.4%	26.8%	21.4%	26.8%	24.7%	20.6%	31.9%	23.6%	29.4%	25.6%	26.8%	26.4%
Dissatisfied	15.7%	15.2%	19.5%	13.6%	14.7%	16.8%	15.3%	15.9%	14.0%	15.0%	15.3%	15.1%
Very dissatisfied	2.9%	5.4%	5.8%	6.7%	8.0%	3.9%	3.7%	8.3%	4.9%	7.0%	4.4%	5.8%

Q4. Public Safety Services. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following items. (without "don't know")

N=833

Q25. How many years have you lived in
Wilmington?

Less than 5 years	5-10 years	11-20 years	20+ years
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Q26. Your age

Under 35 years	35-44 years	45-54 years	55-64 years	65+ years
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Q28. Your gender

Male	Female
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Total

Q4-3. How quickly police respond to emergencies

Very satisfied	18.1%	15.7%	21.9%	16.8%	15.6%	18.0%	14.7%	19.6%	22.4%	18.6%	17.5%	17.8%
Satisfied	45.8%	49.4%	49.2%	45.9%	36.1%	52.5%	53.1%	43.5%	48.0%	50.0%	43.6%	46.8%
Neutral	31.9%	23.6%	21.9%	27.6%	31.1%	22.3%	24.5%	29.7%	24.8%	24.9%	27.9%	26.5%
Dissatisfied	4.2%	5.6%	5.5%	5.5%	9.8%	6.5%	5.6%	3.6%	2.4%	4.5%	6.5%	5.4%
Very dissatisfied	0.0%	5.6%	1.6%	4.2%	7.4%	0.7%	2.1%	3.6%	2.4%	2.1%	4.5%	3.4%

Q4-4. Frequency that police officers patrol your neighborhood

Very satisfied	15.8%	5.6%	6.9%	9.7%	14.5%	11.4%	5.1%	7.9%	9.3%	8.6%	10.6%	9.5%
Satisfied	38.9%	33.3%	29.2%	30.8%	30.3%	39.6%	28.0%	31.8%	29.5%	32.6%	31.3%	31.8%
Neutral	20.0%	25.0%	38.9%	27.7%	22.4%	23.5%	36.3%	23.2%	37.2%	29.0%	27.7%	28.4%
Dissatisfied	18.9%	26.9%	16.0%	21.9%	22.4%	16.1%	22.9%	24.5%	18.6%	20.1%	22.1%	21.1%
Very dissatisfied	6.3%	9.3%	9.0%	9.9%	10.5%	9.4%	7.6%	12.6%	5.4%	9.7%	8.4%	9.2%

Q4. Public Safety Services. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following items. (without "don't know")

N=833

	Q25. How many years have you lived in Wilmington?				Q26. Your age					Q28. Your gender		Total
	Less than 5 years	5-10 years	11-20 years	20+ years	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	Male	Female	
<u>Q4-5. Overall police relationship with your community</u>												
Very satisfied	17.6%	9.3%	15.1%	10.9%	14.2%	14.2%	9.8%	10.7%	14.0%	13.2%	12.0%	12.5%
Satisfied	40.7%	50.5%	36.3%	36.8%	31.9%	41.9%	34.6%	43.0%	44.2%	41.6%	36.7%	39.1%
Neutral	29.7%	26.8%	37.0%	36.0%	30.5%	30.4%	43.1%	32.2%	32.6%	32.3%	35.3%	33.9%
Dissatisfied	9.9%	9.3%	5.5%	9.8%	12.1%	8.1%	7.8%	10.1%	7.0%	8.2%	9.5%	8.9%
Very dissatisfied	2.2%	4.1%	6.2%	6.5%	11.3%	5.4%	4.6%	4.0%	2.3%	4.7%	6.4%	5.6%
<u>Q4-6. City efforts to prevent crimes</u>												
Very satisfied	7.2%	8.4%	10.4%	7.4%	9.0%	7.5%	8.8%	7.5%	8.7%	9.2%	7.2%	8.2%
Satisfied	28.9%	31.6%	38.9%	36.1%	29.3%	40.1%	32.4%	35.4%	38.1%	39.1%	31.8%	35.2%
Neutral	45.8%	32.6%	31.9%	36.1%	30.1%	32.7%	38.5%	39.5%	38.9%	32.7%	39.0%	35.8%
Dissatisfied	13.3%	18.9%	11.8%	12.1%	18.0%	11.6%	10.8%	12.9%	12.7%	12.0%	13.9%	13.2%
Very dissatisfied	4.8%	8.4%	6.9%	8.4%	13.5%	8.2%	9.5%	4.8%	1.6%	7.0%	8.1%	7.6%

Q4. Public Safety Services. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following items. (without "don't know")

N=833

	Q25. How many years have you lived in Wilmington?				Q26. Your age					Q28. Your gender		Total
	Less than 5 years	5-10 years	11-20 years	20+ years	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	Male	Female	
<u>Q4-7. Enforcement of fire codes</u>												
Very satisfied	13.3%	16.4%	15.8%	13.4%	20.8%	16.3%	10.3%	11.0%	15.7%	15.3%	13.7%	14.4%
Satisfied	36.7%	47.8%	43.0%	47.2%	49.5%	43.1%	38.5%	43.3%	52.2%	48.5%	42.3%	45.3%
Neutral	43.3%	31.3%	37.7%	36.2%	25.7%	35.8%	46.2%	41.7%	31.3%	32.9%	40.1%	36.7%
Dissatisfied	6.7%	4.5%	0.9%	2.3%	1.0%	3.3%	4.3%	3.9%	0.9%	2.3%	2.8%	2.7%
Very dissatisfied	0.0%	0.0%	2.6%	0.9%	3.0%	1.6%	0.9%	0.0%	0.0%	1.0%	1.1%	1.0%

Q5. Which TWO of the public safety services listed in Question 4 do you think are MOST IMPORTANT for the City to provide? (top 2)

N=833	Q25. How many years have you lived in Wilmington?				Q26. Your age					Q28. Your gender		Total
	Less than 5 years	5-10 years	11-20 years	20+ years	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	Male	Female	
<u>Q5. Sum of top 2 choices</u>												
City efforts to prevent fires	8.0%	8.9%	14.0%	13.2%	10.9%	10.2%	9.9%	15.1%	13.7%	14.4%	9.9%	12.0%
Enforcement of local traffic laws	14.3%	16.3%	15.9%	21.0%	12.7%	18.7%	16.4%	20.5%	24.2%	19.2%	17.4%	18.1%
How quickly police respond to emergencies	51.8%	43.9%	48.2%	46.2%	50.9%	42.8%	48.5%	53.0%	39.9%	43.6%	50.5%	47.2%
Frequency that police officers patrol your neighborhood	17.0%	27.6%	15.2%	20.3%	23.0%	19.3%	21.1%	18.1%	17.6%	20.7%	19.3%	19.9%
Overall police relationship with your community	30.4%	27.6%	31.7%	20.8%	38.2%	28.3%	24.0%	19.9%	15.7%	25.1%	25.4%	25.2%
City efforts to prevent crimes	48.2%	47.2%	43.3%	42.9%	49.1%	51.8%	45.0%	37.3%	37.3%	44.3%	44.2%	44.3%
Enforcement of fire codes	5.4%	4.1%	3.7%	3.3%	3.0%	4.8%	2.9%	3.6%	3.9%	3.6%	3.9%	3.8%
None chosen	12.5%	11.4%	13.4%	15.6%	6.1%	11.4%	15.8%	15.7%	22.9%	14.4%	14.0%	14.2%

Q6. Perceptions of Safety. Using a scale of 1 to 5, where 5 means "very safe" and 1 means "very unsafe," please indicate how safe you feel in the following situations. (without "don't know")

N=833	Q25. How many years have you lived in Wilmington?				Q26. Your age					Q28. Your gender		Total
	Less than 5 years	5-10 years	11-20 years	20+ years	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	Male	Female	
<u>Q6-1. In Downtown business district during the day</u>												
Very safe	44.5%	42.9%	43.7%	29.0%	38.9%	42.2%	39.4%	33.3%	25.4%	39.3%	32.8%	35.9%
Safe	46.4%	44.5%	46.2%	48.9%	45.7%	49.1%	44.2%	51.9%	44.9%	42.6%	51.9%	47.3%
Neutral	5.5%	9.2%	6.3%	16.4%	10.5%	5.6%	13.3%	9.6%	21.7%	12.0%	12.0%	11.9%
Unsafe	3.6%	3.4%	3.2%	4.3%	1.9%	2.5%	3.0%	5.1%	7.2%	5.4%	2.3%	4.0%
Very unsafe	0.0%	0.0%	0.6%	1.5%	3.1%	0.6%	0.0%	0.0%	0.7%	0.8%	1.0%	0.9%
<u>Q6-2. In Downtown business district at night</u>												
Very safe	8.5%	8.1%	6.5%	4.7%	9.4%	8.3%	5.6%	3.4%	3.2%	7.3%	5.0%	6.0%
Safe	36.8%	27.0%	33.1%	24.3%	28.1%	32.5%	36.9%	25.9%	14.3%	28.8%	27.7%	28.1%
Neutral	27.4%	27.0%	24.0%	28.5%	22.5%	27.4%	23.8%	32.0%	33.3%	28.0%	26.7%	27.5%
Unsafe	18.9%	26.1%	25.3%	27.5%	24.4%	22.9%	21.3%	27.9%	33.3%	23.2%	28.0%	25.6%
Very unsafe	8.5%	11.7%	11.0%	14.9%	15.6%	8.9%	12.5%	10.9%	15.9%	12.7%	12.6%	12.7%

Q6. Perceptions of Safety. Using a scale of 1 to 5, where 5 means "very safe" and 1 means "very unsafe," please indicate how safe you feel in the following situations. (without "don't know")

N=833	Q25. How many years have you lived in Wilmington?				Q26. Your age					Q28. Your gender		Total
	Less than 5 years	5-10 years	11-20 years	20+ years	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	Male	Female	
<u>Q6-3. In City parks</u>												
Very safe	21.4%	19.1%	19.2%	10.5%	21.3%	19.1%	10.5%	9.7%	14.0%	16.2%	13.5%	14.8%
Safe	50.5%	46.4%	47.0%	44.2%	51.9%	49.7%	47.5%	45.1%	32.6%	47.7%	44.6%	45.8%
Neutral	15.5%	23.6%	22.5%	30.9%	18.8%	19.1%	33.3%	25.7%	36.4%	24.4%	28.4%	26.4%
Unsafe	10.7%	8.2%	6.6%	10.5%	5.6%	8.9%	5.6%	14.6%	12.4%	7.4%	10.6%	9.3%
Very unsafe	1.9%	2.7%	4.6%	3.8%	2.5%	3.2%	3.1%	4.9%	4.7%	4.2%	2.9%	3.7%
<u>Q6-4. In shopping areas</u>												
Very safe	22.5%	24.2%	23.3%	12.6%	28.0%	22.4%	11.9%	13.2%	13.2%	19.9%	15.7%	17.6%
Safe	51.4%	50.8%	50.3%	52.5%	50.0%	50.3%	54.2%	55.3%	47.9%	53.0%	50.6%	51.7%
Neutral	20.7%	22.5%	22.6%	25.7%	16.5%	23.0%	27.4%	25.8%	27.8%	21.4%	26.4%	23.9%
Unsafe	5.4%	1.7%	2.5%	7.3%	3.7%	3.6%	4.8%	5.0%	9.0%	4.2%	6.0%	5.4%
Very unsafe	0.0%	0.8%	1.3%	1.9%	1.8%	0.6%	1.8%	0.6%	2.1%	1.5%	1.2%	1.4%

Q6. Perceptions of Safety. Using a scale of 1 to 5, where 5 means "very safe" and 1 means "very unsafe," please indicate how safe you feel in the following situations. (without "don't know")

N=833

Q25. How many years have you lived in
Wilmington?

Q26. Your age

Q28. Your gender

Total

Less than 5 years	5-10 years	11-20 years	20+ years
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Under 35 years	35-44 years	45-54 years	55-64 years	65+ years
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Male	Female
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Q6-5. In your neighborhood during the day

Very safe	45.0%	51.2%	57.1%	36.5%	50.3%	50.3%	37.9%	41.7%	38.5%	46.9%	41.1%	43.8%
Safe	46.8%	40.5%	36.2%	45.3%	39.4%	39.4%	48.5%	44.8%	43.2%	41.2%	44.7%	43.1%
Neutral	6.3%	5.8%	4.3%	13.8%	5.5%	6.7%	12.4%	11.7%	12.8%	8.9%	10.5%	9.9%
Unsafe	0.9%	1.7%	1.8%	2.1%	1.8%	1.8%	0.6%	0.6%	4.7%	1.7%	2.0%	1.8%
Very unsafe	0.9%	0.8%	0.6%	2.1%	3.0%	1.8%	0.6%	1.2%	0.7%	1.2%	1.7%	1.5%

Q6-6. In your neighborhood at night

Very safe	25.2%	28.9%	31.3%	18.6%	26.7%	25.5%	21.3%	20.9%	23.3%	27.3%	19.8%	23.6%
Safe	43.2%	37.2%	41.7%	40.6%	38.8%	43.0%	42.0%	42.9%	36.0%	41.6%	39.6%	40.6%
Neutral	17.1%	19.0%	14.1%	24.3%	19.4%	16.4%	21.3%	22.1%	25.3%	19.0%	22.7%	20.7%
Unsafe	8.1%	9.1%	9.2%	11.5%	7.3%	10.3%	13.0%	9.8%	9.3%	8.9%	11.0%	10.2%
Very unsafe	6.3%	5.8%	3.7%	5.0%	7.9%	4.8%	2.4%	4.3%	6.0%	3.2%	6.8%	5.0%

Q7. Parks and Recreation. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following items. (without "don't know")

N=833

Q25. How many years have you lived in
Wilmington?

Less than 5 years	5-10 years	11-20 years	20+ years
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Q26. Your age

Under 35 years	35-44 years	45-54 years	55-64 years	65+ years
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Q28. Your gender

Male	Female
------	--------

Total

Q7-1. Maintenance & appearance of existing City parks

Very satisfied	25.7%	19.0%	20.9%	14.8%	16.1%	18.6%	22.0%	19.5%	14.4%	18.3%	17.8%	18.0%
Satisfied	56.0%	57.8%	56.9%	61.1%	58.4%	61.5%	56.7%	59.1%	59.8%	60.8%	57.6%	59.3%
Neutral	12.8%	16.4%	16.3%	18.4%	14.9%	14.9%	15.9%	18.1%	21.2%	15.5%	18.3%	16.9%
Dissatisfied	5.5%	6.0%	4.6%	4.1%	6.8%	5.0%	4.9%	2.7%	3.8%	4.6%	4.7%	4.6%
Very dissatisfied	0.0%	0.9%	1.3%	1.5%	3.7%	0.0%	0.6%	0.7%	0.8%	0.8%	1.6%	1.2%

Q7-2. Number of City parks

Very satisfied	19.2%	12.5%	15.2%	12.4%	14.6%	10.8%	16.9%	15.2%	12.0%	14.7%	12.9%	13.9%
Satisfied	41.3%	50.9%	46.4%	50.8%	40.8%	49.0%	45.6%	51.0%	58.4%	51.4%	46.5%	48.6%
Neutral	25.0%	14.3%	17.9%	21.5%	17.8%	15.9%	21.3%	22.5%	24.0%	18.4%	21.5%	20.1%
Dissatisfied	12.5%	15.2%	14.6%	11.1%	19.7%	17.2%	11.3%	8.6%	4.8%	11.8%	13.4%	12.6%
Very dissatisfied	1.9%	7.1%	6.0%	4.1%	7.0%	7.0%	5.0%	2.6%	0.8%	3.7%	5.6%	4.7%

Q7. Parks and Recreation. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following items. (without "don't know")

N=833

Q25. How many years have you lived in
Wilmington?

Q26. Your age

Q28. Your gender

Total

Less than 5 years	5-10 years	11-20 years	20+ years
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Under 35 years	35-44 years	45-54 years	55-64 years	65+ years
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Male	Female
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Q7-3. Walking trails in City

Very satisfied	16.2%	13.8%	17.1%	14.4%	14.8%	10.7%	16.9%	16.0%	17.2%	16.7%	13.2%	14.9%
Satisfied	41.0%	44.0%	40.8%	45.5%	39.4%	47.8%	43.8%	46.5%	41.0%	45.2%	43.2%	43.9%
Neutral	25.7%	18.3%	19.7%	23.4%	16.8%	20.1%	20.6%	22.2%	34.4%	21.8%	22.2%	22.3%
Dissatisfied	16.2%	17.4%	14.5%	11.4%	20.0%	15.7%	13.8%	11.8%	4.9%	12.9%	14.3%	13.6%
Very dissatisfied	1.0%	6.4%	7.9%	5.3%	9.0%	5.7%	5.0%	3.5%	2.5%	3.5%	7.0%	5.3%

Q7-4. Biking trails in City

Very satisfied	13.8%	13.3%	16.1%	13.3%	15.3%	12.4%	12.0%	14.3%	15.8%	15.9%	11.7%	13.8%
Satisfied	38.3%	37.1%	29.4%	41.3%	34.0%	39.2%	40.7%	40.7%	35.1%	38.5%	37.9%	38.2%
Neutral	33.0%	21.9%	26.6%	26.4%	22.7%	22.2%	24.7%	25.7%	41.2%	25.7%	27.4%	26.5%
Dissatisfied	11.7%	16.2%	14.0%	11.4%	18.0%	15.7%	12.7%	10.7%	3.5%	10.6%	14.5%	12.7%
Very dissatisfied	3.2%	11.4%	14.0%	7.6%	10.0%	10.5%	10.0%	8.6%	4.4%	9.2%	8.5%	8.8%

Q7. Parks and Recreation. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following items. (without "don't know")

N=833

Q25. How many years have you lived in
Wilmington?

Q26. Your age

Q28. Your gender

Total

Less than 5 years	5-10 years	11-20 years	20+ years
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Under 35 years	35-44 years	45-54 years	55-64 years	65+ years
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Male	Female
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Q7-5. City recreation centers

Very satisfied	9.5%	8.5%	7.9%	6.8%	8.7%	7.3%	8.3%	8.3%	4.4%	8.0%	6.9%	7.5%
Satisfied	37.8%	32.9%	33.1%	32.9%	29.9%	38.0%	30.8%	36.4%	34.5%	37.9%	30.1%	33.6%
Neutral	32.4%	35.4%	42.5%	44.8%	31.5%	38.0%	41.7%	43.8%	54.0%	40.4%	42.5%	41.9%
Dissatisfied	18.9%	13.4%	10.2%	10.1%	18.1%	12.4%	10.8%	9.9%	6.2%	10.8%	12.4%	11.5%
Very dissatisfied	1.4%	9.8%	6.3%	5.3%	11.8%	4.4%	8.3%	1.7%	0.9%	2.9%	8.2%	5.6%

Q7-6. City swimming pools

Very satisfied	3.4%	4.3%	6.0%	5.4%	5.1%	5.2%	6.3%	4.4%	4.2%	4.7%	5.4%	5.1%
Satisfied	22.0%	21.7%	19.0%	28.2%	16.2%	32.8%	18.8%	35.1%	23.2%	29.0%	21.7%	25.0%
Neutral	50.8%	37.7%	46.6%	44.2%	33.3%	36.2%	52.7%	43.9%	57.9%	46.6%	42.2%	44.7%
Dissatisfied	20.3%	23.2%	16.4%	15.1%	26.5%	18.1%	13.4%	13.2%	12.6%	13.3%	20.2%	16.8%
Very dissatisfied	3.4%	13.0%	12.1%	7.1%	18.8%	7.8%	8.9%	3.5%	2.1%	6.5%	10.5%	8.3%

Q7. Parks and Recreation. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following items. (without "don't know")

N=833

Q25. How many years have you lived in
Wilmington?

Q26. Your age

Q28. Your gender

Total

Less than 5 years	5-10 years	11-20 years	20+ years
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Under 35 years	35-44 years	45-54 years	55-64 years	65+ years
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Male	Female
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Q7-7. City golf course

Very satisfied	3.7%	15.9%	15.9%	12.5%	18.2%	9.7%	14.8%	10.3%	10.7%	14.9%	10.1%	12.7%
Satisfied	29.6%	24.6%	34.5%	37.0%	24.2%	41.7%	35.7%	37.6%	33.0%	39.0%	30.0%	34.3%
Neutral	53.7%	43.5%	42.5%	40.6%	42.4%	43.7%	37.4%	40.2%	48.5%	36.5%	49.0%	42.8%
Dissatisfied	11.1%	8.7%	3.5%	6.6%	7.1%	4.9%	6.1%	10.3%	4.9%	6.0%	7.0%	6.6%
Very dissatisfied	1.9%	7.2%	3.5%	3.3%	8.1%	0.0%	6.1%	1.7%	2.9%	3.5%	3.9%	3.7%

Q7-8. Quality of outdoor athletic facilities (e.g. baseball, tennis, soccer)

Very satisfied	12.5%	10.0%	11.0%	7.8%	7.2%	9.5%	10.4%	10.8%	7.9%	10.0%	8.2%	9.2%
Satisfied	34.7%	40.0%	38.6%	44.9%	40.0%	45.3%	39.3%	51.7%	34.2%	47.0%	37.2%	42.0%
Neutral	38.9%	33.3%	37.0%	35.1%	30.4%	32.1%	37.0%	30.0%	48.2%	32.4%	38.5%	35.7%
Dissatisfied	13.9%	11.1%	8.7%	7.5%	15.2%	10.2%	6.7%	5.8%	7.0%	7.0%	11.2%	8.9%
Very dissatisfied	0.0%	5.6%	4.7%	4.6%	7.2%	2.9%	6.7%	1.7%	2.6%	3.6%	4.9%	4.2%

Q7. Parks and Recreation. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following items. (without "don't know")

N=833

Q25. How many years have you lived in
Wilmington?

Less than 5 years	5-10 years	11-20 years	20+ years
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Q26. Your age

Under 35 years	35-44 years	45-54 years	55-64 years	65+ years
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Q28. Your gender

Male	Female
------	--------

Total

Q7-9. Quality of City recreation programs & classes

Very satisfied	11.7%	7.1%	8.7%	7.4%	12.2%	7.0%	8.3%	7.8%	4.8%	7.0%	8.9%	8.0%
Satisfied	26.7%	28.6%	32.0%	35.9%	28.6%	37.7%	27.5%	42.6%	30.8%	38.2%	29.3%	33.3%
Neutral	45.0%	52.9%	44.7%	45.0%	38.8%	39.5%	46.8%	44.3%	57.7%	47.1%	43.7%	45.9%
Dissatisfied	16.7%	5.7%	9.7%	7.8%	10.2%	14.0%	11.0%	5.2%	4.8%	5.9%	12.2%	8.9%
Very dissatisfied	0.0%	5.7%	4.9%	3.9%	10.2%	1.8%	6.4%	0.0%	1.9%	1.8%	5.9%	3.8%

Q7-10. Variety of recreation programs & classes offered by City

Very satisfied	9.2%	7.6%	8.1%	7.8%	13.0%	6.0%	7.3%	7.4%	5.9%	7.4%	8.2%	7.9%
Satisfied	33.8%	27.3%	33.3%	31.8%	27.0%	37.1%	29.4%	36.1%	30.4%	37.2%	27.5%	31.9%
Neutral	35.4%	43.9%	43.4%	45.8%	32.0%	38.8%	41.3%	48.1%	56.9%	43.9%	43.1%	43.7%
Dissatisfied	18.5%	13.6%	11.1%	10.4%	17.0%	16.4%	14.7%	8.3%	3.9%	9.3%	14.5%	12.1%
Very dissatisfied	3.1%	7.6%	4.0%	4.2%	11.0%	1.7%	7.3%	0.0%	2.9%	2.2%	6.7%	4.4%

Q8. Which TWO of the parks and recreation items listed in Question 7 do you think are MOST IMPORTANT for the City to provide? (top 2)

N=833

Q25. How many years have you lived in
Wilmington?

Less than 5 years	5-10 years	11-20 years	20+ years
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Q26. Your age

Under 35 years	35-44 years	45-54 years	55-64 years	65+ years
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Q28. Your gender

Male	Female
------	--------

Total

Q8. Sum of top 2 choices

Maintenance & appearance of existing City parks	51.8%	53.7%	44.5%	44.1%	51.5%	44.6%	49.7%	47.0%	39.9%	50.4%	42.8%	46.7%
Number of City parks	20.5%	26.0%	21.3%	18.2%	18.8%	29.5%	26.3%	13.9%	12.4%	21.2%	19.3%	20.2%
Walking trails in City	27.7%	26.8%	25.6%	21.5%	28.5%	24.7%	27.5%	19.9%	18.3%	21.4%	26.3%	23.8%
Biking trails in City	21.4%	20.3%	25.0%	17.5%	26.1%	24.1%	18.7%	19.9%	10.5%	22.1%	17.9%	19.8%
City recreation centers	8.9%	6.5%	8.5%	8.0%	8.5%	9.0%	7.6%	9.0%	5.2%	8.8%	7.2%	8.0%
City swimming pools	4.5%	4.9%	4.9%	7.1%	4.8%	8.4%	5.3%	4.8%	5.9%	3.9%	8.0%	6.0%
City golf course	4.5%	4.1%	4.3%	5.9%	3.6%	3.6%	4.7%	8.4%	4.6%	8.0%	1.9%	5.0%
Quality of outdoor athletic facilities (e.g. baseball, tennis, soccer)	7.1%	12.2%	12.2%	15.6%	17.0%	14.5%	11.1%	12.0%	11.8%	14.8%	11.6%	13.3%
Quality of City recreation programs & classes	14.3%	8.9%	8.5%	9.0%	12.7%	11.4%	9.4%	6.6%	9.8%	7.3%	12.6%	10.0%
Variety of recreation programs & classes offered by City	8.9%	13.0%	6.7%	10.6%	14.5%	9.0%	9.9%	9.0%	7.8%	4.1%	15.7%	10.1%
None chosen	15.2%	11.4%	17.1%	20.0%	6.7%	10.2%	14.0%	23.5%	34.0%	17.8%	17.4%	17.4%

Q9. Communication. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following items. (without "don't know")

N=833

	Q25. How many years have you lived in Wilmington?				Q26. Your age					Q28. Your gender		Total
	Less than 5 years	5-10 years	11-20 years	20+ years	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	Male	Female	
<u>Q9-1. Availability of information about City programs & services</u>												
Very satisfied	6.1%	7.8%	8.9%	7.0%	7.2%	5.2%	7.6%	8.3%	9.6%	9.2%	5.6%	7.4%
Satisfied	39.8%	39.2%	35.6%	34.8%	31.9%	33.5%	38.6%	41.4%	34.8%	38.4%	34.2%	36.1%
Neutral	30.6%	34.3%	31.5%	39.8%	30.4%	34.2%	34.8%	38.2%	42.2%	36.5%	35.8%	36.2%
Dissatisfied	18.4%	17.6%	17.8%	13.0%	20.3%	21.9%	13.3%	10.2%	10.4%	11.1%	19.1%	15.3%
Very dissatisfied	5.1%	1.0%	6.2%	5.5%	10.1%	5.2%	5.7%	1.9%	3.0%	4.9%	5.3%	5.0%

Q9-2. City efforts to keep residents informed about local issues

Very satisfied	8.7%	6.4%	8.6%	7.1%	7.2%	4.4%	7.3%	9.0%	10.2%	9.8%	5.2%	7.4%
Satisfied	28.8%	32.1%	38.2%	34.7%	28.9%	32.7%	33.3%	36.5%	40.1%	33.9%	34.7%	34.4%
Neutral	37.5%	38.5%	25.7%	32.3%	28.9%	30.8%	38.8%	34.6%	28.5%	31.9%	33.4%	32.6%
Dissatisfied	21.2%	16.5%	19.7%	19.2%	22.4%	24.5%	13.9%	16.0%	19.7%	19.0%	19.1%	19.1%
Very dissatisfied	3.8%	6.4%	7.9%	6.7%	12.5%	7.5%	6.7%	3.8%	1.5%	5.4%	7.6%	6.5%

Q9. Communication. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following items. (without "don't know")

N=833

Q25. How many years have you lived in
Wilmington?

Less than 5 years	5-10 years	11-20 years	20+ years
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Q26. Your age

Under 35 years	35-44 years	45-54 years	55-64 years	65+ years
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Q28. Your gender

Male	Female
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Total

Q9-3. Level of public involvement in City decision-making

Very satisfied	1.3%	1.9%	2.7%	1.5%	3.0%	0.0%	1.3%	2.0%	3.1%	2.5%	1.1%	1.8%
Satisfied	15.2%	20.4%	19.7%	19.7%	14.1%	14.4%	21.7%	23.0%	23.7%	21.5%	17.2%	19.3%
Neutral	41.8%	32.0%	32.0%	32.5%	25.9%	31.5%	34.4%	35.8%	38.9%	33.5%	33.6%	33.5%
Dissatisfied	27.8%	27.2%	34.0%	30.2%	32.6%	39.0%	27.4%	26.4%	25.2%	28.3%	31.6%	30.3%
Very dissatisfied	13.9%	18.4%	11.6%	16.1%	24.4%	15.1%	15.3%	12.8%	9.2%	14.2%	16.4%	15.1%

Q9-4. Quality of City's cable television channel

Very satisfied	8.1%	1.3%	8.0%	4.2%	3.4%	4.3%	4.8%	5.3%	6.5%	4.0%	5.9%	4.9%
Satisfied	29.0%	31.6%	28.3%	32.4%	25.3%	29.6%	34.4%	35.6%	29.3%	32.7%	30.2%	31.2%
Neutral	48.4%	44.7%	46.0%	37.2%	44.8%	41.7%	41.6%	36.4%	41.5%	41.4%	39.9%	41.2%
Dissatisfied	9.7%	11.8%	8.0%	13.8%	10.3%	13.9%	8.8%	12.1%	15.4%	11.8%	12.5%	12.0%
Very dissatisfied	4.8%	10.5%	9.7%	12.3%	16.1%	10.4%	10.4%	10.6%	7.3%	10.1%	11.5%	10.7%

Q9. Communication. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following items. (without "don't know")

N=833

Q25. How many years have you lived in
Wilmington?

Less than 5 years	5-10 years	11-20 years	20+ years
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Q26. Your age

Under 35 years	35-44 years	45-54 years	55-64 years	65+ years
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Q28. Your gender

Male	Female
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Total

Q9-5. Usefulness of information that is available on City's website

Very satisfied	8.3%	3.3%	11.3%	5.9%	9.2%	4.5%	7.1%	5.8%	8.8%	6.9%	6.6%	6.9%
Satisfied	28.6%	43.5%	39.8%	34.3%	36.1%	39.1%	38.3%	39.6%	26.3%	37.7%	35.2%	36.3%
Neutral	54.8%	45.7%	40.6%	46.6%	38.7%	48.1%	44.0%	44.6%	55.3%	44.6%	47.5%	46.2%
Dissatisfied	6.0%	7.6%	3.0%	10.3%	8.4%	6.0%	8.5%	8.6%	7.9%	7.2%	8.5%	7.8%
Very dissatisfied	2.4%	0.0%	5.3%	2.9%	7.6%	2.3%	2.1%	1.4%	1.8%	3.6%	2.2%	2.9%

Q10. From which of the following sources do you currently get information about the City of Wilmington?

N=833

Q25. How many years have you lived in
Wilmington?

Q26. Your age

Q28. Your gender

Total

Less than 5 years	5-10 years	11-20 years	20+ years
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Under 35 years	35-44 years	45-54 years	55-64 years	65+ years
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Male	Female
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Q10. From what sources do you currently get information about City of Wilmington

City newsletter	38.4%	41.5%	56.1%	57.3%	40.6%	50.0%	57.9%	57.2%	54.9%	55.2%	49.0%	52.2%
Local newspapers	44.6%	37.4%	43.9%	48.6%	31.5%	33.7%	47.4%	56.0%	60.1%	49.4%	41.5%	45.1%
Local radio	39.3%	46.3%	51.2%	46.2%	57.6%	46.4%	49.7%	42.8%	32.7%	47.4%	44.7%	46.1%
Local television news	61.6%	64.2%	62.2%	79.7%	48.5%	66.3%	76.6%	84.3%	82.4%	73.2%	69.8%	71.3%
Social networking sites (Facebook, Twitter, Instagram)	51.8%	41.5%	44.5%	31.6%	67.3%	53.0%	35.1%	21.7%	12.4%	29.9%	46.4%	38.3%
City website	40.2%	34.1%	32.9%	28.3%	43.6%	36.1%	36.8%	25.9%	13.1%	32.1%	30.7%	31.6%
City cable channel	16.1%	14.6%	14.0%	19.1%	10.9%	15.7%	19.9%	21.1%	17.6%	17.0%	17.4%	17.0%
Calling the City	10.7%	8.9%	11.0%	19.8%	4.8%	11.4%	17.0%	23.5%	18.3%	15.8%	14.0%	15.1%
Other	4.5%	5.7%	3.0%	5.2%	6.1%	3.0%	7.0%	3.0%	4.6%	5.1%	4.3%	4.7%

Q11. Which TWO of the sources listed in Question 10 do you prefer to get information about the City of Wilmington? (top 2)

N=833

Q25. How many years have you lived in
Wilmington?

Q26. Your age

Q28. Your gender

Total

Less than 5 years	5-10 years	11-20 years	20+ years
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Under 35 years	35-44 years	45-54 years	55-64 years	65+ years
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Male	Female
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Q11. Sum of top 2 choices

City newsletter	32.1%	32.5%	37.8%	37.0%	34.5%	38.0%	34.5%	36.1%	36.6%	37.5%	34.5%	36.3%
Local newspapers	25.0%	23.6%	19.5%	27.4%	14.5%	17.5%	24.0%	32.5%	37.3%	26.3%	23.4%	24.7%
Local radio	21.4%	25.2%	23.8%	18.4%	36.4%	21.7%	22.2%	13.3%	10.5%	23.1%	18.6%	20.9%
Local television news	38.4%	45.5%	39.0%	55.4%	31.5%	42.2%	50.3%	57.8%	62.7%	47.4%	50.0%	48.4%
Social networking sites (Facebook, Twitter, Instagram)	36.6%	27.6%	26.2%	14.9%	47.3%	32.5%	14.6%	12.7%	2.0%	15.1%	28.7%	21.8%
City website	24.1%	26.8%	23.2%	16.0%	23.6%	22.9%	25.7%	16.9%	9.8%	21.4%	18.6%	20.0%
City cable channel	7.1%	2.4%	6.1%	7.5%	4.8%	7.8%	5.3%	7.2%	7.2%	6.8%	6.0%	6.4%
Calling the City	4.5%	2.4%	4.3%	3.1%	0.6%	3.6%	3.5%	4.8%	3.3%	3.6%	2.9%	3.4%
Other	2.7%	3.3%	1.8%	2.4%	3.6%	1.2%	3.5%	1.8%	2.0%	3.2%	1.7%	2.4%
None chosen	2.7%	4.1%	7.3%	7.5%	0.0%	4.8%	6.4%	7.2%	13.1%	6.1%	6.5%	6.4%

Q12. Maintenance. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following items. (without "don't know")

N=833

	Q25. How many years have you lived in Wilmington?				Q26. Your age					Q28. Your gender		Total
	Less than 5 years	5-10 years	11-20 years	20+ years	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	Male	Female	
<u>Q12-1. Maintenance of major City streets</u>												
Very satisfied	5.5%	5.0%	3.7%	4.3%	4.9%	2.4%	5.4%	6.1%	3.4%	4.7%	4.2%	4.4%
Satisfied	28.4%	26.7%	28.0%	21.3%	24.4%	28.9%	19.0%	27.6%	23.4%	27.0%	22.6%	24.7%
Neutral	28.4%	20.8%	16.1%	21.1%	21.3%	14.5%	25.6%	21.5%	22.1%	18.4%	23.6%	20.9%
Dissatisfied	31.2%	35.8%	31.7%	30.6%	29.9%	35.5%	32.7%	31.3%	26.9%	29.3%	33.4%	31.4%
Very dissatisfied	6.4%	11.7%	20.5%	22.7%	19.5%	18.7%	17.3%	13.5%	24.1%	20.6%	16.2%	18.6%

Q12-2. Maintenance of streets in your neighborhood

Very satisfied	10.0%	6.0%	6.5%	3.4%	4.3%	5.5%	4.2%	6.8%	5.6%	6.0%	4.5%	5.2%
Satisfied	33.6%	23.1%	24.5%	19.7%	23.9%	21.8%	17.6%	24.7%	29.4%	23.4%	23.5%	23.4%
Neutral	16.4%	17.1%	16.1%	16.8%	14.1%	13.3%	20.6%	15.4%	18.2%	15.6%	17.1%	16.4%
Dissatisfied	25.5%	24.8%	23.2%	28.8%	24.5%	26.1%	28.5%	29.0%	25.2%	27.7%	25.2%	26.5%
Very dissatisfied	14.5%	29.1%	29.7%	31.4%	33.1%	33.3%	29.1%	24.1%	21.7%	27.2%	29.7%	28.6%

Q12. Maintenance. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following items. (without "don't know")

N=833

	Q25. How many years have you lived in Wilmington?				Q26. Your age					Q28. Your gender		Total
	Less than 5 years	5-10 years	11-20 years	20+ years	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	Male	Female	
<u>Q12-3. How quickly street repairs are made</u>												
Very satisfied	2.1%	1.7%	2.0%	2.2%	1.9%	1.9%	0.6%	1.9%	4.5%	2.1%	2.1%	2.1%
Satisfied	18.6%	20.0%	16.4%	9.7%	12.9%	15.2%	11.6%	14.0%	15.2%	16.8%	11.0%	13.8%
Neutral	30.9%	16.5%	17.1%	16.9%	15.5%	12.7%	19.5%	21.7%	24.2%	17.4%	19.9%	18.7%
Dissatisfied	32.0%	33.0%	34.2%	36.5%	31.0%	38.6%	40.2%	35.7%	28.0%	35.0%	34.8%	34.8%
Very dissatisfied	16.5%	28.7%	30.3%	34.7%	38.7%	31.6%	28.0%	26.8%	28.0%	28.8%	32.2%	30.7%

Q12-4. Condition of street signs & traffic signals

Very satisfied	10.0%	8.3%	9.4%	7.2%	9.3%	6.0%	8.9%	8.5%	9.1%	8.1%	8.5%	8.2%
Satisfied	49.1%	57.9%	45.0%	47.6%	51.2%	54.2%	48.5%	47.6%	40.6%	50.1%	48.2%	49.0%
Neutral	25.5%	21.5%	26.3%	28.1%	20.4%	22.3%	30.2%	30.5%	28.7%	25.4%	26.5%	26.2%
Dissatisfied	10.9%	9.9%	11.3%	10.1%	8.0%	11.4%	7.7%	10.4%	15.4%	8.6%	12.2%	10.3%
Very dissatisfied	4.5%	2.5%	8.1%	7.0%	11.1%	6.0%	4.7%	3.0%	6.3%	7.8%	4.6%	6.3%

Q12. Maintenance. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following items. (without "don't know")

N=833

	Q25. How many years have you lived in Wilmington?				Q26. Your age					Q28. Your gender		Total
	Less than 5 years	5-10 years	11-20 years	20+ years	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	Male	Female	
<u>Q12-5. Timing of traffic signals in City</u>												
Very satisfied	3.7%	3.4%	3.1%	2.9%	1.8%	1.8%	3.0%	5.0%	5.0%	3.0%	3.5%	3.2%
Satisfied	33.0%	28.6%	28.1%	23.4%	21.3%	34.9%	24.9%	26.3%	25.5%	28.3%	25.0%	26.5%
Neutral	32.1%	23.5%	28.1%	30.4%	31.1%	23.5%	33.7%	28.1%	28.4%	28.5%	29.5%	29.2%
Dissatisfied	19.3%	29.4%	26.3%	28.0%	25.6%	26.5%	23.7%	28.1%	29.8%	25.8%	27.2%	26.5%
Very dissatisfied	11.9%	15.1%	14.4%	15.4%	20.1%	13.3%	14.8%	12.5%	11.3%	14.5%	14.9%	14.7%

Q12-6. Mowing & tree trimming along City streets & other public areas

Very satisfied	10.6%	8.5%	7.1%	4.6%	10.6%	4.8%	6.6%	5.1%	5.1%	5.6%	7.3%	6.4%
Satisfied	46.2%	45.8%	49.4%	39.0%	44.4%	50.9%	37.7%	42.4%	39.7%	46.0%	40.7%	43.0%
Neutral	26.0%	27.1%	29.5%	31.0%	29.4%	24.8%	31.1%	29.7%	31.6%	30.7%	27.6%	29.2%
Dissatisfied	12.5%	11.0%	8.3%	16.8%	8.1%	12.1%	15.6%	16.5%	16.9%	10.7%	16.6%	13.8%
Very dissatisfied	4.8%	7.6%	5.8%	8.5%	7.5%	7.3%	9.0%	6.3%	6.6%	6.9%	7.8%	7.5%

Q12. Maintenance. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following items. (without "don't know")

N=833

Q25. How many years have you lived in
Wilmington?

Less than 5 years	5-10 years	11-20 years	20+ years
-------------------------	---------------	----------------	-----------

Q26. Your age

Under 35 years	35-44 years	45-54 years	55-64 years	65+ years
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Q28. Your gender

Male	Female
------	--------

Total

Q12-7. Adequacy of City street lighting

Very satisfied	10.8%	4.2%	4.4%	5.6%	6.2%	4.9%	7.2%	4.4%	6.6%	6.1%	5.5%	5.8%
Satisfied	40.2%	47.5%	47.5%	40.5%	37.9%	50.3%	38.9%	45.0%	41.6%	45.9%	40.6%	42.9%
Neutral	24.5%	25.8%	24.7%	30.5%	30.4%	23.9%	27.5%	27.5%	32.1%	27.6%	28.6%	27.9%
Dissatisfied	20.6%	17.5%	15.8%	17.1%	18.6%	16.0%	19.8%	18.8%	12.4%	15.1%	19.0%	17.4%
Very dissatisfied	3.9%	5.0%	7.6%	6.3%	6.8%	4.9%	6.6%	4.4%	7.3%	5.4%	6.3%	6.0%

Q12-8. Cleanliness of City streets & other public areas

Very satisfied	8.3%	6.7%	5.6%	6.1%	9.8%	4.2%	6.0%	5.6%	7.1%	6.0%	6.9%	6.4%
Satisfied	38.5%	47.1%	37.9%	34.0%	38.4%	45.5%	31.0%	40.1%	32.1%	39.3%	36.2%	37.5%
Neutral	33.0%	22.7%	28.6%	30.8%	25.0%	23.6%	37.5%	29.0%	30.0%	29.1%	29.0%	29.3%
Dissatisfied	12.8%	17.6%	22.4%	19.2%	19.5%	18.2%	16.7%	18.5%	22.1%	19.0%	18.6%	18.8%
Very dissatisfied	7.3%	5.9%	5.6%	10.0%	7.3%	8.5%	8.9%	6.8%	8.6%	6.5%	9.2%	8.0%

Q12. Maintenance. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following items. (without "don't know")

N=833

Q25. How many years have you lived in
Wilmington?

Less than 5 years	5-10 years	11-20 years	20+ years
-------------------------	---------------	----------------	-----------

Q26. Your age

Under 35 years	35-44 years	45-54 years	55-64 years	65+ years
-------------------	----------------	----------------	----------------	-----------

Q28. Your gender

Male	Female
------	--------

Total

Q12-9. Cleanliness of stormwater drains

Very satisfied	3.1%	3.6%	5.3%	5.3%	6.3%	1.3%	4.5%	5.9%	6.3%	4.7%	4.8%	4.7%
Satisfied	34.4%	38.2%	25.8%	20.6%	31.0%	28.9%	23.4%	27.0%	19.0%	27.2%	25.5%	26.2%
Neutral	29.2%	27.3%	31.8%	35.3%	27.8%	31.4%	35.1%	29.6%	38.1%	33.5%	30.8%	32.2%
Dissatisfied	21.9%	19.1%	26.5%	23.6%	20.3%	25.2%	22.1%	25.7%	24.6%	22.4%	24.4%	23.6%
Very dissatisfied	11.5%	11.8%	10.6%	15.2%	14.6%	13.2%	14.9%	11.8%	11.9%	12.1%	14.5%	13.3%

Q12-10. Maintenance of City sidewalks in your neighborhood

Very satisfied	8.2%	7.6%	10.6%	5.9%	9.0%	6.7%	4.8%	7.6%	9.1%	7.5%	7.3%	7.3%
Satisfied	29.6%	27.6%	24.6%	24.7%	26.5%	25.3%	22.8%	29.0%	24.0%	26.7%	25.1%	25.9%
Neutral	34.7%	30.5%	27.5%	28.8%	25.2%	25.3%	31.0%	29.7%	38.8%	30.5%	28.4%	29.3%
Dissatisfied	19.4%	22.9%	21.8%	22.0%	21.9%	24.0%	25.5%	23.4%	13.2%	21.0%	23.0%	21.9%
Very dissatisfied	8.2%	11.4%	15.5%	18.5%	17.4%	18.7%	15.9%	10.3%	14.9%	14.4%	16.2%	15.6%

Q12. Maintenance. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following items. (without "don't know")

N=833

Q25. How many years have you lived in
Wilmington?

Less than 5 years	5-10 years	11-20 years	20+ years
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Q26. Your age

Under 35 years	35-44 years	45-54 years	55-64 years	65+ years
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Q28. Your gender

Male	Female
------	--------

Total

Q12-11. Maintenance of City buildings

Very satisfied	9.0%	7.2%	6.9%	6.7%	10.3%	4.7%	6.9%	7.9%	6.3%	8.4%	6.1%	7.2%
Satisfied	50.6%	50.5%	39.6%	38.6%	43.4%	43.9%	38.9%	46.0%	36.6%	43.0%	41.3%	42.3%
Neutral	34.8%	33.0%	45.1%	45.0%	31.7%	43.2%	45.1%	40.3%	50.9%	41.9%	41.6%	41.8%
Dissatisfied	2.2%	6.2%	4.9%	6.9%	7.6%	3.4%	7.6%	5.0%	5.4%	4.9%	6.6%	5.7%
Very dissatisfied	3.4%	3.1%	3.5%	2.8%	6.9%	4.7%	1.4%	0.7%	0.9%	1.7%	4.3%	3.0%

Q13. Which TWO of the maintenance items listed in Question 12 do you think are MOST IMPORTANT for the City to provide? (top 2)

N=833

	Q25. How many years have you lived in Wilmington?				Q26. Your age					Q28. Your gender		Total
	Less than 5 years	5-10 years	11-20 years	20+ years	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	Male	Female	
<u>Q13. Sum of top 2 choices</u>												
Maintenance of major City streets	50.0%	52.8%	58.5%	52.6%	49.7%	56.6%	56.1%	52.4%	51.0%	58.9%	48.3%	53.5%
Maintenance of streets in your neighborhood	22.3%	25.2%	22.6%	30.0%	24.8%	25.3%	28.7%	29.5%	24.8%	29.4%	24.4%	26.8%
How quickly street repairs are made	19.6%	28.5%	32.9%	26.7%	37.0%	30.7%	19.3%	24.7%	25.5%	25.8%	28.7%	27.4%
Condition of street signs & traffic signals	11.6%	5.7%	3.7%	3.1%	3.6%	1.8%	2.9%	10.2%	4.6%	4.9%	4.3%	4.7%
Timing of traffic signals in City	17.0%	22.0%	21.3%	18.6%	24.2%	16.9%	22.8%	15.7%	17.6%	18.0%	21.0%	19.4%
Mowing & tree trimming along City streets & other public areas	5.4%	5.7%	4.3%	5.9%	4.8%	6.6%	4.1%	7.2%	4.6%	5.1%	6.0%	5.6%
Adequacy of City street lighting	12.5%	13.0%	4.9%	6.4%	10.9%	5.4%	8.8%	8.4%	5.2%	6.6%	8.9%	7.8%
Cleanliness of City streets & other public areas	22.3%	14.6%	12.8%	10.1%	15.8%	16.9%	15.8%	8.4%	7.8%	12.9%	13.0%	12.8%
Cleanliness of stormwater drains	9.8%	5.7%	5.5%	9.4%	9.1%	10.2%	8.2%	7.2%	6.5%	6.6%	9.9%	8.3%
Maintenance of City sidewalks in your neighborhood	9.8%	6.5%	5.5%	7.1%	6.7%	9.0%	8.2%	4.2%	7.2%	6.3%	7.7%	7.1%
Maintenance of City buildings	3.6%	1.6%	1.8%	0.7%	3.6%	1.8%	0.0%	1.8%	0.0%	1.2%	1.7%	1.4%
None chosen	8.0%	8.9%	12.8%	13.9%	4.8%	8.4%	11.7%	14.5%	22.2%	11.7%	12.3%	12.0%

Q14. Code Enforcement: Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following items. (without "don't know")

N=833	Q25. How many years have you lived in Wilmington?				Q26. Your age					Q28. Your gender		Total
	Less than 5 years	5-10 years	11-20 years	20+ years	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	Male	Female	
<u>Q14-1. Enforcement of cleanup of junk & debris on private property</u>												
Very satisfied	4.5%	7.5%	9.2%	4.7%	10.0%	6.0%	2.6%	6.8%	5.3%	5.3%	6.6%	5.9%
Satisfied	25.0%	20.6%	32.4%	26.4%	20.8%	28.7%	24.8%	30.4%	27.8%	31.2%	21.8%	26.4%
Neutral	31.8%	29.0%	27.5%	33.2%	30.8%	28.0%	28.8%	30.4%	39.1%	31.5%	30.9%	31.4%
Dissatisfied	26.1%	25.2%	20.4%	23.5%	23.8%	20.7%	32.7%	22.3%	17.3%	22.8%	24.0%	23.4%
Very dissatisfied	12.5%	17.8%	10.6%	12.1%	14.6%	16.7%	11.1%	10.1%	10.5%	9.3%	16.6%	12.9%
<u>Q14-2. Enforcement of mowing & cutting of weeds & grass on private property</u>												
Very satisfied	3.6%	6.2%	5.2%	4.5%	9.4%	4.2%	1.3%	5.7%	3.9%	4.3%	5.1%	4.7%
Satisfied	28.6%	24.7%	27.4%	24.6%	21.1%	34.7%	22.9%	27.1%	22.8%	29.5%	22.0%	25.7%
Neutral	42.9%	37.1%	40.0%	39.9%	41.4%	31.9%	43.1%	39.3%	44.1%	39.3%	40.0%	39.9%
Dissatisfied	16.7%	21.6%	20.0%	18.3%	18.8%	13.9%	20.9%	20.0%	20.5%	19.4%	18.6%	18.8%
Very dissatisfied	8.3%	10.3%	7.4%	12.7%	9.4%	15.3%	11.8%	7.9%	8.7%	7.5%	14.3%	10.8%

Q14. Code Enforcement: Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following items. (without "don't know")

N=833	Q25. How many years have you lived in Wilmington?				Q26. Your age					Q28. Your gender		Total
	Less than 5 years	5-10 years	11-20 years	20+ years	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	Male	Female	
<u>Q14-3. Enforcement of exterior maintenance of residential property</u>												
Very satisfied	2.4%	7.5%	5.2%	4.6%	9.1%	4.9%	2.0%	4.3%	4.2%	4.4%	5.3%	4.8%
Satisfied	24.7%	20.4%	27.4%	21.6%	18.9%	29.6%	19.5%	22.5%	25.8%	27.6%	18.5%	23.0%
Neutral	42.4%	34.4%	41.5%	43.8%	43.2%	31.7%	43.0%	41.3%	50.0%	43.0%	40.3%	41.9%
Dissatisfied	18.8%	26.9%	15.6%	18.9%	18.9%	17.6%	26.2%	21.7%	10.8%	17.4%	21.2%	19.3%
Very dissatisfied	11.8%	10.8%	10.4%	11.1%	9.8%	16.2%	9.4%	10.1%	9.2%	7.6%	14.7%	11.0%
<u>Q14-4. Enforcement of exterior maintenance of commercial/business property</u>												
Very satisfied	4.7%	7.4%	6.1%	3.8%	10.7%	4.3%	2.7%	3.6%	3.3%	4.7%	5.0%	4.8%
Satisfied	25.6%	37.9%	32.6%	28.2%	25.2%	37.7%	24.5%	33.1%	30.6%	31.4%	28.7%	30.2%
Neutral	47.7%	29.5%	39.4%	46.8%	42.7%	33.3%	48.3%	42.4%	48.8%	43.1%	42.9%	43.1%
Dissatisfied	16.3%	18.9%	17.4%	15.3%	13.7%	14.5%	19.7%	18.0%	14.9%	15.5%	17.2%	16.2%
Very dissatisfied	5.8%	6.3%	4.5%	5.8%	7.6%	10.1%	4.8%	2.9%	2.5%	5.3%	6.2%	5.7%

Q14. Code Enforcement: Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following items. (without "don't know")

N=833

Q25. How many years have you lived in
Wilmington?

Less than 5 years	5-10 years	11-20 years	20+ years
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Q26. Your age

Under 35 years	35-44 years	45-54 years	55-64 years	65+ years
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Q28. Your gender

Male	Female
------	--------

Total

Q14-5. Enforcement of sign regulations

Very satisfied	6.7%	10.6%	5.6%	6.1%	10.9%	7.5%	3.0%	5.8%	6.5%	6.4%	6.8%	6.6%
Satisfied	29.3%	36.5%	29.6%	25.7%	30.3%	32.8%	25.4%	28.3%	25.2%	31.0%	25.7%	28.5%
Neutral	45.3%	38.8%	48.0%	48.6%	41.2%	43.3%	53.0%	44.2%	51.2%	42.9%	50.5%	46.7%
Dissatisfied	16.0%	8.2%	8.8%	12.2%	9.2%	6.7%	12.7%	15.9%	13.0%	11.3%	11.8%	11.5%
Very dissatisfied	2.7%	5.9%	8.0%	7.5%	8.4%	9.7%	6.0%	5.8%	4.1%	8.3%	5.3%	6.7%

Q14-6. City efforts to remove abandoned or inoperative vehicles

Very satisfied	6.0%	9.8%	8.9%	3.8%	10.1%	6.5%	2.3%	4.7%	6.1%	5.2%	6.4%	5.8%
Satisfied	34.3%	30.5%	26.6%	27.5%	31.9%	29.3%	25.2%	31.0%	25.2%	29.4%	27.5%	28.6%
Neutral	37.3%	30.5%	40.3%	42.6%	29.4%	41.5%	42.0%	38.0%	50.4%	41.2%	39.3%	40.2%
Dissatisfied	14.9%	19.5%	16.9%	13.9%	13.4%	10.6%	22.9%	16.3%	12.2%	13.7%	16.6%	15.2%
Very dissatisfied	7.5%	9.8%	7.3%	12.2%	15.1%	12.2%	7.6%	10.1%	6.1%	10.5%	10.2%	10.2%

Q15. Which TWO of the code enforcement items listed in Question 14 do you think are MOST IMPORTANT for the City to provide? (top 2)

N=833

Q25. How many years have you lived in
Wilmington?

Less than 5 years	5-10 years	11-20 years	20+ years
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Q26. Your age

Under 35 years	35-44 years	45-54 years	55-64 years	65+ years
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Q28. Your gender

Male	Female
------	--------

Total

Q15. Sum of top 2 choicesEnforcement of cleanup of
junk & debris on private
property

61.6%	61.8%	58.5%	62.3%	58.2%	60.2%	60.8%	68.1%	58.8%	61.6%	61.4%	61.3%
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Enforcement of mowing &
cutting of weeds & grass on
private property

22.3%	27.6%	25.0%	29.2%	22.4%	25.9%	27.5%	32.5%	29.4%	25.5%	29.7%	27.4%
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Enforcement of exterior
maintenance of residential
property

29.5%	25.2%	22.0%	21.5%	22.4%	23.5%	24.6%	25.9%	18.3%	25.5%	21.0%	23.3%
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Enforcement of exterior
maintenance of commercial/
business property

29.5%	23.6%	27.4%	17.7%	27.9%	31.9%	21.1%	15.7%	13.1%	22.4%	21.5%	21.8%
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Enforcement of sign
regulations

11.6%	13.0%	13.4%	13.7%	15.8%	12.7%	9.9%	10.8%	18.3%	13.9%	13.0%	13.3%
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City efforts to remove
abandoned or inoperative
vehicles

20.5%	26.0%	14.6%	21.5%	26.1%	22.3%	21.6%	21.7%	11.8%	20.0%	21.5%	20.5%
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None chosen

10.7%	9.8%	18.3%	15.6%	12.1%	10.2%	15.8%	11.4%	23.5%	14.1%	14.5%	14.6%
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Q16. Have you contacted the City of Wilmington during the past year?

N=833

Q25. How many years have you lived in
Wilmington?

Q26. Your age

Q28. Your gender

Total

Less than 5 years	5-10 years	11-20 years	20+ years
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Under 35 years	35-44 years	45-54 years	55-64 years	65+ years
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Male	Female
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Q16. Have you contacted City of Wilmington during past year

Yes	40.2%	52.0%	53.0%	58.7%	49.7%	53.0%	56.1%	60.2%	49.7%	55.0%	52.7%	53.9%
No	59.8%	48.0%	47.0%	41.3%	50.3%	47.0%	43.9%	39.8%	50.3%	45.0%	47.3%	46.1%

Q16a. If "Yes," which City Department did you contact most recently? (without "not provided")

N=449	Q25. How many years have you lived in Wilmington?				Q26. Your age					Q28. Your gender		Total
	Less than 5 years	5-10 years	11-20 years	20+ years	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	Male	Female	
Q16a. Which City Department did you contact most recently												
City Manager/City Council	2.2%	9.5%	3.5%	5.2%	4.9%	3.4%	5.3%	8.0%	2.6%	6.2%	3.7%	5.4%
Fire Department	0.0%	1.6%	2.3%	1.6%	0.0%	3.4%	3.2%	0.0%	2.6%	1.8%	1.8%	1.8%
Parks & Recreation	6.7%	9.5%	5.8%	5.6%	11.0%	6.9%	5.3%	4.0%	5.3%	5.3%	7.4%	6.3%
Planning	11.1%	3.2%	7.0%	4.4%	9.8%	6.9%	5.3%	4.0%	1.3%	5.8%	5.1%	5.4%
Police Department	20.0%	22.2%	9.3%	12.9%	23.2%	18.4%	9.5%	13.0%	6.6%	14.2%	14.3%	14.1%
Solid Waste	22.2%	25.4%	36.0%	34.9%	26.8%	25.3%	34.7%	37.0%	36.8%	32.0%	33.2%	32.7%
Business Licenses	2.2%	0.0%	1.2%	0.4%	1.2%	0.0%	0.0%	2.0%	0.0%	0.4%	0.9%	0.7%
Stormwater	4.4%	0.0%	11.6%	8.0%	6.1%	9.2%	5.3%	7.0%	9.2%	7.6%	6.9%	7.2%
Street Maintenance	2.2%	15.9%	10.5%	10.8%	7.3%	6.9%	13.7%	12.0%	13.2%	10.7%	10.6%	10.5%
Code Enforcement	15.6%	4.8%	7.0%	13.3%	4.9%	12.6%	11.6%	11.0%	15.8%	12.4%	9.2%	11.0%
Other	13.3%	7.9%	5.8%	2.8%	4.9%	6.9%	6.3%	2.0%	6.6%	3.6%	6.9%	5.1%

Q16b. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with the City employees in the Department you selected in Q16a with regard to the following. (without "don't know")

N=449	Q25. How many years have you lived in Wilmington?				Q26. Your age					Q28. Your gender		Total
	Less than 5 years	5-10 years	11-20 years	20+ years	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	Male	Female	
<u>Q16b-1. How easy they were to contact</u>												
Very satisfied	28.9%	31.3%	27.1%	23.4%	24.7%	29.5%	20.8%	31.3%	22.7%	26.5%	25.5%	25.8%
Satisfied	48.9%	40.6%	50.6%	48.8%	48.1%	52.3%	49.0%	39.4%	50.7%	47.8%	47.2%	47.8%
Neutral	11.1%	10.9%	10.6%	13.3%	14.8%	8.0%	9.4%	16.2%	13.3%	12.4%	12.0%	12.3%
Dissatisfied	8.9%	10.9%	5.9%	7.3%	4.9%	4.5%	13.5%	7.1%	8.0%	7.1%	8.8%	7.8%
Very dissatisfied	2.2%	6.3%	5.9%	7.3%	7.4%	5.7%	7.3%	6.1%	5.3%	6.2%	6.5%	6.3%
<u>Q16b-2. The way you were treated</u>												
Very satisfied	32.6%	38.7%	24.7%	26.7%	30.0%	27.6%	23.1%	33.7%	28.8%	31.1%	26.2%	28.4%
Satisfied	46.5%	35.5%	55.3%	45.3%	38.8%	54.0%	47.3%	37.8%	52.1%	49.5%	42.4%	46.1%
Neutral	16.3%	12.9%	12.9%	15.6%	12.5%	8.0%	18.7%	20.4%	12.3%	11.7%	17.6%	14.7%
Dissatisfied	2.3%	6.5%	2.4%	8.6%	7.5%	5.7%	8.8%	4.1%	6.8%	4.5%	8.1%	6.4%
Very dissatisfied	2.3%	6.5%	4.7%	3.7%	11.3%	4.6%	2.2%	4.1%	0.0%	3.2%	5.7%	4.4%

Q16b. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with the City employees in the Department you selected in Q16a with regard to the following. (without "don't know")

N=449

Q25. How many years have you lived in
Wilmington?

Less than 5 years	5-10 years	11-20 years	20+ years
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Q26. Your age

Under 35 years	35-44 years	45-54 years	55-64 years	65+ years
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Q28. Your gender

Male	Female
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Total

Q16b-3. Accuracy of information & assistance you were given

Very satisfied	34.9%	37.1%	26.2%	26.7%	27.5%	27.6%	26.4%	33.3%	29.7%	30.6%	27.4%	28.7%
Satisfied	37.2%	29.0%	39.3%	39.1%	37.5%	43.7%	35.2%	32.3%	39.2%	39.7%	35.8%	37.7%
Neutral	20.9%	17.7%	17.9%	16.9%	15.0%	12.6%	18.7%	24.0%	14.9%	15.5%	18.9%	17.5%
Dissatisfied	4.7%	6.5%	8.3%	9.9%	6.3%	8.0%	12.1%	4.2%	13.5%	7.3%	9.4%	8.5%
Very dissatisfied	2.3%	9.7%	8.3%	7.4%	13.8%	8.0%	7.7%	6.3%	2.7%	6.8%	8.5%	7.6%

Q16b-4. How quickly City staff responded to your request

Very satisfied	34.1%	35.5%	24.7%	24.6%	27.2%	24.7%	20.2%	33.3%	29.2%	29.1%	25.1%	26.9%
Satisfied	36.4%	25.8%	30.6%	34.8%	32.1%	38.8%	35.1%	27.3%	31.9%	35.9%	30.3%	33.1%
Neutral	11.4%	9.7%	20.0%	13.5%	12.3%	10.6%	18.1%	12.1%	16.7%	12.1%	15.6%	13.9%
Dissatisfied	13.6%	12.9%	14.1%	11.5%	8.6%	11.8%	12.8%	12.1%	18.1%	10.8%	13.7%	12.6%
Very dissatisfied	4.5%	16.1%	10.6%	15.6%	19.8%	14.1%	13.8%	15.2%	4.2%	12.1%	15.2%	13.5%

Q16b. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with the City employees in the Department you selected in Q16a with regard to the following. (without "don't know")

N=449

Q25. How many years have you lived in
Wilmington?

Less than 5 years	5-10 years	11-20 years	20+ years
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Q26. Your age

Under 35 years	35-44 years	45-54 years	55-64 years	65+ years
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Q28. Your gender

Male	Female
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Total

Q16b-5. How well your issue was handled

Very satisfied	34.9%	41.0%	25.0%	24.1%	25.9%	24.7%	25.8%	32.7%	29.2%	29.9%	25.6%	27.5%
Satisfied	34.9%	16.4%	34.5%	32.7%	25.9%	41.2%	29.0%	24.5%	34.7%	33.5%	28.9%	31.2%
Neutral	9.3%	11.5%	14.3%	15.1%	9.9%	11.8%	16.1%	14.3%	16.7%	12.7%	14.7%	13.8%
Dissatisfied	14.0%	6.6%	14.3%	10.2%	14.8%	3.5%	11.8%	12.2%	11.1%	7.7%	13.3%	10.8%
Very dissatisfied	7.0%	24.6%	11.9%	18.0%	23.5%	18.8%	17.2%	16.3%	8.3%	16.3%	17.5%	16.7%

Q17. City Public Services. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following items. (without "don't know")

N=833

Q25. How many years have you lived in
Wilmington?

Q26. Your age

Q28. Your gender

Total

Less than 5 years	5-10 years	11-20 years	20+ years
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Under 35 years	35-44 years	45-54 years	55-64 years	65+ years
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Male	Female
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Q17-1. Residential trash collection services

Very satisfied	45.0%	39.7%	45.8%	42.6%	37.0%	40.9%	44.4%	48.1%	45.7%	44.3%	42.0%	43.0%
Satisfied	42.0%	43.1%	40.0%	43.3%	43.2%	47.8%	40.7%	36.1%	44.9%	43.8%	41.3%	42.7%
Neutral	9.0%	10.3%	7.7%	9.2%	13.0%	3.8%	8.6%	12.0%	8.0%	9.0%	9.1%	9.0%
Dissatisfied	3.0%	4.3%	3.2%	3.2%	3.1%	5.0%	3.7%	2.5%	1.4%	1.5%	4.8%	3.3%
Very dissatisfied	1.0%	2.6%	3.2%	1.7%	3.7%	2.5%	2.5%	1.3%	0.0%	1.3%	2.8%	2.0%

Q17-2. Curbside recycling services

Very satisfied	43.0%	37.8%	41.8%	41.5%	32.7%	40.3%	42.2%	46.1%	46.2%	42.4%	40.3%	41.3%
Satisfied	37.6%	42.3%	37.9%	41.5%	42.3%	42.2%	42.9%	34.2%	40.2%	40.6%	40.3%	40.6%
Neutral	12.9%	10.8%	9.2%	9.5%	11.5%	5.8%	6.8%	15.8%	10.6%	9.8%	10.2%	9.9%
Dissatisfied	4.3%	5.4%	6.5%	5.2%	7.7%	7.8%	5.6%	2.0%	3.0%	5.6%	5.0%	5.4%
Very dissatisfied	2.2%	3.6%	4.6%	2.2%	5.8%	3.9%	2.5%	2.0%	0.0%	1.6%	4.2%	2.9%

Q17. City Public Services. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following items. (without "don't know")

N=833	Q25. How many years have you lived in Wilmington?				Q26. Your age					Q28. Your gender		Total
	Less than 5 years	5-10 years	11-20 years	20+ years	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	Male	Female	
<u>Q17-3. Bulky item pick up/removal services (old furniture, appliances, etc.)</u>												
Very satisfied	34.5%	29.2%	38.1%	37.1%	30.0%	37.3%	35.5%	41.9%	35.6%	36.5%	35.3%	35.8%
Satisfied	31.0%	35.4%	31.3%	38.1%	30.0%	35.9%	35.5%	35.8%	40.2%	38.4%	32.8%	35.8%
Neutral	11.9%	15.6%	15.6%	13.8%	18.6%	12.4%	13.2%	11.5%	15.9%	14.4%	13.9%	14.0%
Dissatisfied	19.0%	14.6%	11.6%	7.8%	14.3%	10.5%	11.2%	9.5%	7.6%	8.4%	13.1%	10.8%
Very dissatisfied	3.6%	5.2%	3.4%	3.3%	7.1%	3.9%	4.6%	1.4%	0.8%	2.2%	5.0%	3.5%

Q17-4. Yard waste collection services

Very satisfied	39.0%	38.0%	36.5%	37.4%	32.6%	42.1%	33.5%	42.6%	36.5%	38.5%	36.1%	37.3%
Satisfied	40.2%	37.0%	39.2%	38.9%	36.9%	38.8%	39.2%	35.8%	43.1%	39.6%	38.0%	39.0%
Neutral	11.0%	15.0%	12.2%	11.0%	14.2%	7.9%	12.7%	12.8%	12.4%	11.1%	13.0%	11.9%
Dissatisfied	7.3%	6.0%	8.8%	9.5%	12.8%	4.6%	10.1%	7.4%	8.0%	8.4%	8.7%	8.6%
Very dissatisfied	2.4%	4.0%	3.4%	3.2%	3.5%	6.6%	4.4%	1.4%	0.0%	2.4%	4.1%	3.2%

Q18. Several services provided by the City of Wilmington are listed below. For each one, please indicate if you used the service during the past 12 months. (without "don't know")

N=833	Q25. How many years have you lived in Wilmington?				Q26. Your age					Q28. Your gender		Total
	Less than 5 years	5-10 years	11-20 years	20+ years	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	Male	Female	
<u>Q18-1. Used public transportation services supported by City</u>												
Yes	16.2%	14.2%	8.4%	12.7%	16.0%	16.6%	8.5%	11.6%	9.2%	10.5%	14.4%	12.4%
No	83.8%	85.8%	91.6%	87.3%	84.0%	83.4%	91.5%	88.4%	90.8%	89.5%	85.6%	87.6%
<u>Q18-2. Participated in recreation programs offered by City</u>												
Yes	25.9%	18.5%	20.6%	21.0%	28.6%	29.2%	19.9%	13.1%	14.8%	18.8%	23.6%	21.1%
No	74.1%	81.5%	79.4%	79.0%	71.4%	70.8%	80.1%	86.9%	85.2%	81.3%	76.4%	78.9%
<u>Q18-3. Participated (you or child) in youth activities offered by Police Department</u>												
Yes	1.8%	5.1%	3.2%	7.1%	7.9%	5.6%	6.3%	3.9%	2.2%	3.3%	7.3%	5.2%
No	98.2%	94.9%	96.8%	92.9%	92.1%	94.4%	93.7%	96.1%	97.8%	96.7%	92.7%	94.8%
<u>Q18-4. Visited City recreation centers</u>												
Yes	46.8%	47.9%	48.4%	42.9%	61.3%	51.6%	37.4%	40.0%	35.3%	44.1%	47.1%	45.4%
No	53.2%	52.1%	51.6%	57.1%	38.8%	48.4%	62.6%	60.0%	64.7%	55.9%	52.9%	54.6%

Q18. Several services provided by the City of Wilmington are listed below. For each one, please indicate if you used the service during the past 12 months. (without "don't know")

N=833	Q25. How many years have you lived in Wilmington?				Q26. Your age					Q28. Your gender		Total
	Less than 5 years	5-10 years	11-20 years	20+ years	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	Male	Female	
<u>Q18-5. Visited a neighborhood or City park</u>												
Yes	92.9%	93.3%	88.0%	83.5%	96.4%	93.3%	91.6%	83.4%	71.1%	86.6%	88.2%	87.3%
No	7.1%	6.7%	12.0%	16.5%	3.6%	6.7%	8.4%	16.6%	28.9%	13.4%	11.8%	12.7%
<u>Q18-6. Used or called Fire services</u>												
Yes	9.0%	7.5%	11.3%	10.3%	9.2%	10.3%	13.3%	7.5%	7.1%	7.3%	12.3%	9.9%
No	91.0%	92.5%	88.7%	89.7%	90.8%	89.7%	86.7%	92.5%	92.9%	92.8%	87.7%	90.1%
<u>Q18-7. Called Code Enforcement</u>												
Yes	9.1%	15.8%	9.6%	19.5%	18.4%	11.7%	14.7%	21.1%	10.7%	13.5%	17.0%	15.5%
No	90.9%	84.2%	90.4%	80.5%	81.6%	88.3%	85.3%	78.9%	89.3%	86.5%	83.0%	84.5%
<u>Q18-8. Called or visited Police Department</u>												
Yes	36.0%	42.5%	33.1%	33.9%	45.1%	40.6%	36.6%	28.1%	23.2%	33.0%	37.2%	35.2%
No	64.0%	57.5%	66.9%	66.1%	54.9%	59.4%	63.4%	71.9%	76.8%	67.0%	62.8%	64.8%

Q18. Several services provided by the City of Wilmington are listed below. For each one, please indicate if you used the service during the past 12 months. (without "don't know")

N=833	Q25. How many years have you lived in Wilmington?				Q26. Your age					Q28. Your gender		Total
	Less than 5 years	5-10 years	11-20 years	20+ years	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	Male	Female	
<u>Q18-9. Visited City's website</u>												
Yes	68.2%	67.2%	64.4%	53.2%	73.5%	65.2%	67.9%	50.0%	37.9%	59.0%	60.2%	59.6%
No	31.8%	32.8%	35.6%	46.8%	26.5%	34.8%	32.1%	50.0%	62.1%	41.0%	39.8%	40.4%
<u>Q18-10. Read City's newsletter</u>												
Yes	56.8%	71.1%	79.7%	77.9%	61.6%	74.5%	80.1%	75.3%	80.1%	74.9%	73.4%	74.4%
No	43.2%	28.9%	20.3%	22.1%	38.4%	25.5%	19.9%	24.7%	19.9%	25.1%	26.6%	25.6%
<u>Q18-11. Watched City's cable television channel</u>												
Yes	34.8%	38.8%	32.5%	45.0%	33.1%	42.9%	42.1%	40.7%	42.6%	41.1%	39.5%	40.1%
No	65.2%	61.2%	67.5%	55.0%	66.9%	57.1%	57.9%	59.3%	57.4%	58.9%	60.5%	59.9%
<u>Q18-12. Watched a video on City website</u>												
Yes	12.7%	15.4%	19.9%	21.0%	24.1%	19.9%	20.5%	13.8%	15.7%	18.6%	19.3%	18.9%
No	87.3%	84.6%	80.1%	79.0%	75.9%	80.1%	79.5%	86.3%	84.3%	81.4%	80.7%	81.1%

Q18. Several services provided by the City of Wilmington are listed below. For each one, please indicate if you used the service during the past 12 months. (without "don't know")

N=833	Q25. How many years have you lived in Wilmington?				Q26. Your age					Q28. Your gender		Total
	Less than 5 years	5-10 years	11-20 years	20+ years	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	Male	Female	
<u>Q18-13. Seen anything from City on Facebook, Twitter, Instagram or Nextdoor</u>												
Yes	59.6%	47.8%	45.4%	34.3%	67.5%	58.9%	40.5%	27.1%	11.0%	33.2%	51.0%	41.9%
No	40.4%	52.2%	54.6%	65.8%	32.5%	41.1%	59.5%	72.9%	89.0%	66.8%	49.0%	58.1%

Q19. Transportation and Other Issues. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following items. (without "don't know")

N=833	Q25. How many years have you lived in Wilmington?				Q26. Your age					Q28. Your gender		Total
	Less than 5 years	5-10 years	11-20 years	20+ years	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	Male	Female	
<u>Q19-1. Adequacy of public parking in Downtown Wilmington</u>												
Very satisfied	8.0%	3.4%	5.0%	4.3%	3.1%	7.3%	7.1%	4.5%	2.3%	5.8%	4.1%	4.9%
Satisfied	33.9%	32.5%	40.0%	28.5%	29.8%	40.0%	29.2%	31.2%	30.3%	34.3%	30.2%	31.9%
Neutral	19.6%	24.8%	14.4%	27.0%	16.1%	17.0%	23.2%	28.0%	31.8%	26.6%	19.4%	23.2%
Dissatisfied	25.9%	23.9%	26.9%	26.8%	31.1%	21.2%	23.2%	29.3%	27.3%	23.6%	28.4%	26.1%
Very dissatisfied	12.5%	15.4%	13.8%	13.4%	19.9%	14.5%	17.3%	7.0%	8.3%	9.6%	17.9%	13.8%
<u>Q19-2. Availability of public transportation services in Wilmington</u>												
Very satisfied	3.9%	5.0%	9.6%	5.6%	6.0%	7.7%	6.6%	5.2%	5.8%	4.6%	7.8%	6.2%
Satisfied	30.3%	21.3%	26.3%	28.5%	25.6%	33.3%	22.3%	31.9%	24.3%	32.0%	23.2%	27.2%
Neutral	34.2%	35.0%	36.8%	45.6%	32.5%	30.8%	43.8%	41.4%	55.3%	41.6%	39.6%	41.0%
Dissatisfied	21.1%	23.8%	19.3%	13.4%	20.5%	20.5%	15.7%	17.2%	10.7%	16.0%	17.7%	16.9%
Very dissatisfied	10.5%	15.0%	7.9%	6.9%	15.4%	7.7%	11.6%	4.3%	3.9%	5.7%	11.6%	8.6%

Q19. Transportation and Other Issues. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following items. (without "don't know")

N=833

	Q25. How many years have you lived in Wilmington?				Q26. Your age					Q28. Your gender		Total
	Less than 5 years	5-10 years	11-20 years	20+ years	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	Male	Female	
<u>Q19-3. Ease of travel by car in City</u>												
Very satisfied	10.7%	2.5%	3.7%	4.1%	6.1%	7.3%	3.0%	3.6%	4.1%	4.4%	5.2%	4.8%
Satisfied	39.3%	31.1%	34.4%	22.9%	24.5%	28.7%	31.4%	28.5%	30.4%	30.5%	26.8%	28.7%
Neutral	23.2%	22.1%	28.2%	24.6%	27.0%	23.8%	16.6%	29.7%	27.7%	24.6%	25.1%	24.8%
Dissatisfied	17.9%	35.2%	22.1%	31.3%	27.0%	29.3%	33.1%	26.7%	24.3%	24.9%	31.3%	28.1%
Very dissatisfied	8.9%	9.0%	11.7%	17.1%	15.3%	11.0%	16.0%	11.5%	13.5%	15.5%	11.6%	13.7%

Q19-4. Ease of walking in City

Very satisfied	13.0%	8.5%	7.7%	5.6%	8.8%	9.9%	5.4%	8.3%	5.5%	7.6%	7.6%	7.6%
Satisfied	33.3%	47.5%	34.6%	35.5%	30.2%	35.4%	40.1%	39.5%	40.6%	38.2%	36.0%	36.9%
Neutral	28.7%	17.8%	23.1%	32.9%	22.6%	23.6%	29.3%	28.7%	36.7%	29.5%	26.6%	28.2%
Dissatisfied	20.4%	19.5%	21.8%	16.3%	26.4%	19.9%	15.0%	16.6%	12.5%	15.5%	20.6%	18.3%
Very dissatisfied	4.6%	6.8%	12.8%	9.7%	11.9%	11.2%	10.2%	7.0%	4.7%	9.2%	9.1%	9.1%

Q19. Transportation and Other Issues. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following items. (without "don't know")

N=833

Q25. How many years have you lived in
Wilmington?

Less than 5 years	5-10 years	11-20 years	20+ years
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Q26. Your age

Under 35 years	35-44 years	45-54 years	55-64 years	65+ years
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Q28. Your gender

Male	Female
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Total

Q19-5. Ease of biking in City

Very satisfied	6.6%	6.3%	3.8%	5.6%	8.7%	3.5%	5.1%	5.6%	5.0%	5.6%	5.6%	5.6%
Satisfied	18.4%	17.9%	23.3%	21.9%	21.0%	19.7%	22.6%	20.2%	23.8%	26.0%	16.6%	21.1%
Neutral	34.2%	26.3%	27.8%	37.9%	22.5%	31.7%	35.8%	31.5%	49.5%	32.2%	35.1%	33.8%
Dissatisfied	26.3%	29.5%	26.3%	18.9%	26.1%	22.5%	20.4%	28.2%	15.8%	20.4%	24.8%	22.8%
Very dissatisfied	14.5%	20.0%	18.8%	15.7%	21.7%	22.5%	16.1%	14.5%	5.9%	15.8%	17.9%	16.7%

Q19-6. Opportunities to attend cultural activities in Wilmington

Very satisfied	15.8%	13.5%	17.4%	13.0%	10.8%	14.5%	15.5%	14.2%	16.5%	13.0%	15.4%	14.4%
Satisfied	47.5%	54.8%	50.7%	44.2%	37.4%	50.3%	53.5%	48.0%	47.1%	50.6%	44.8%	47.4%
Neutral	30.7%	22.1%	20.1%	31.2%	27.3%	25.5%	21.9%	33.1%	31.4%	29.5%	26.1%	27.8%
Dissatisfied	4.0%	7.7%	4.2%	8.0%	14.4%	5.5%	5.2%	4.1%	4.1%	4.0%	8.8%	6.6%
Very dissatisfied	2.0%	1.9%	7.6%	3.6%	10.1%	4.1%	3.9%	0.7%	0.8%	2.9%	4.9%	3.9%

Q19. Transportation and Other Issues. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following items. (without "don't know")

N=833

	Q25. How many years have you lived in Wilmington?				Q26. Your age					Q28. Your gender		Total
	Less than 5 years	5-10 years	11-20 years	20+ years	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	Male	Female	
<u>Q19-7. Availability of affordable housing in Wilmington</u>												
Very satisfied	2.2%	5.0%	3.2%	3.7%	1.3%	6.8%	4.3%	3.0%	2.8%	4.7%	2.6%	3.6%
Satisfied	20.4%	15.8%	13.5%	10.6%	17.3%	11.3%	11.3%	15.7%	11.9%	16.2%	11.2%	13.5%
Neutral	23.7%	30.7%	31.7%	32.4%	24.7%	25.6%	29.8%	32.8%	44.0%	38.3%	23.9%	30.8%
Dissatisfied	25.8%	21.8%	23.0%	22.1%	25.3%	21.1%	27.0%	17.9%	22.0%	20.9%	24.8%	22.7%
Very dissatisfied	28.0%	26.7%	28.6%	31.2%	31.3%	35.3%	27.7%	30.6%	19.3%	19.9%	37.5%	29.5%

Q20. Capital Improvement Priorities. Major investments that are being made by the City are listed below. Using a scale of 1 to 5, where 5 means "extremely important" and 1 means "not important at all," please indicate how important you think it is for the city to continue to invest in the following projects. (without "don't know")

N=833

Q25. How many years have you lived in
Wilmington?

Less than 5 years	5-10 years	11-20 years	20+ years
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Q26. Your age

Under 35 years	35-44 years	45-54 years	55-64 years	65+ years
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Q28. Your gender

Male	Female
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Total

Q20-1. Upgrades to public facilities (e.g. public buildings, Riverwalk, stormwater facilities)

Extremely important	27.3%	34.7%	34.4%	26.9%	36.6%	31.9%	29.9%	30.4%	18.8%	26.4%	33.2%	29.8%
Very important	40.0%	31.4%	38.8%	28.9%	34.8%	33.1%	34.7%	27.3%	33.3%	33.3%	32.5%	32.8%
Important	30.9%	28.1%	21.9%	35.6%	23.6%	28.8%	28.1%	33.5%	42.8%	32.6%	29.2%	30.9%
Not very important	1.8%	5.0%	5.0%	6.5%	4.3%	5.5%	6.0%	6.8%	3.6%	6.7%	3.8%	5.4%
Not important at all	0.0%	0.8%	0.0%	2.2%	0.6%	0.6%	1.2%	1.9%	1.4%	1.0%	1.3%	1.3%

Q20-2. Improvements to parks & open space

Extremely important	25.5%	27.5%	31.9%	22.3%	34.0%	32.1%	24.0%	25.3%	10.9%	22.5%	28.4%	25.6%
Very important	40.9%	35.8%	40.0%	32.4%	34.6%	31.5%	41.3%	30.9%	39.1%	36.0%	35.5%	35.6%
Important	25.5%	28.3%	20.6%	32.9%	25.3%	26.5%	24.0%	30.9%	38.4%	30.5%	26.6%	28.5%
Not very important	7.3%	6.7%	6.3%	9.2%	4.3%	8.0%	9.0%	10.5%	8.7%	8.5%	7.6%	8.1%
Not important at all	0.9%	1.7%	1.3%	3.2%	1.9%	1.9%	1.8%	2.5%	2.9%	2.5%	1.8%	2.2%

Q20. Capital Improvement Priorities. Major investments that are being made by the City are listed below. Using a scale of 1 to 5, where 5 means "extremely important" and 1 means "not important at all," please indicate how important you think it is for the city to continue to invest in the following projects. (without "don't know")

N=833

Q25. How many years have you lived in
Wilmington?

Less than 5 years	5-10 years	11-20 years	20+ years
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Q26. Your age

Under 35 years	35-44 years	45-54 years	55-64 years	65+ years
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Q28. Your gender

Male	Female
------	--------

Total

Q20-3. Improvements to Police/Fire facilities

Extremely important	23.6%	21.4%	25.6%	20.1%	22.6%	21.0%	23.8%	24.7%	17.4%	19.1%	24.8%	22.1%
Very important	31.1%	35.7%	27.5%	36.8%	28.4%	27.2%	33.5%	36.1%	45.7%	35.4%	32.6%	33.8%
Important	39.6%	32.1%	36.9%	33.1%	35.5%	41.4%	33.5%	30.4%	31.9%	36.1%	33.1%	34.7%
Not very important	5.7%	8.9%	7.5%	7.7%	10.3%	8.0%	7.3%	7.6%	4.3%	7.4%	7.8%	7.5%
Not important at all	0.0%	1.8%	2.5%	2.2%	3.2%	2.5%	1.8%	1.3%	0.7%	2.0%	1.8%	1.9%

Q20-4. Improvements to City's transportation network (e.g. roads, bridges, public transit)

Extremely important	44.5%	56.7%	53.5%	47.8%	59.6%	47.6%	54.2%	50.0%	35.2%	50.5%	48.5%	49.6%
Very important	36.4%	25.0%	32.7%	32.2%	23.6%	33.5%	30.4%	32.1%	39.4%	31.8%	32.0%	31.8%
Important	18.2%	15.8%	13.8%	15.9%	15.5%	15.9%	13.1%	14.8%	21.8%	15.5%	16.5%	16.0%
Not very important	0.9%	2.5%	0.0%	2.4%	0.6%	3.0%	0.6%	3.1%	1.4%	1.5%	2.0%	1.7%
Not important at all	0.0%	0.0%	0.0%	1.7%	0.6%	0.0%	1.8%	0.0%	2.1%	0.8%	1.0%	0.9%

Q20. Capital Improvement Priorities. Major investments that are being made by the City are listed below. Using a scale of 1 to 5, where 5 means "extremely important" and 1 means "not important at all," please indicate how important you think it is for the city to continue to invest in the following projects. (without "don't know")

N=833

Q25. How many years have you lived in
Wilmington?

Less than 5 years	5-10 years	11-20 years	20+ years
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Q26. Your age

Under 35 years	35-44 years	45-54 years	55-64 years	65+ years
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Q28. Your gender

Male	Female
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Total

Q20-5. Additional crosswalks, bike lanes, multi-use trails

Extremely important	34.5%	43.4%	48.1%	28.1%	51.2%	41.2%	36.3%	25.8%	20.1%	33.0%	37.4%	35.2%
Very important	21.8%	27.0%	21.5%	27.2%	17.9%	23.6%	28.0%	28.2%	29.1%	27.0%	24.1%	25.6%
Important	32.7%	16.4%	15.8%	25.7%	18.5%	18.2%	19.6%	30.1%	30.6%	22.9%	23.4%	23.1%
Not very important	10.9%	8.2%	10.8%	12.8%	8.0%	13.3%	10.7%	11.7%	14.9%	11.3%	11.8%	11.6%
Not important at all	0.0%	4.9%	3.8%	6.2%	4.3%	3.6%	5.4%	4.3%	5.2%	5.8%	3.3%	4.6%

Q20-6. Improvements to arts/cultural facilities

Extremely important	16.2%	16.8%	15.1%	10.8%	21.4%	15.2%	12.5%	10.7%	7.4%	10.8%	15.7%	13.4%
Very important	17.1%	26.9%	25.2%	23.4%	18.9%	23.4%	23.8%	27.0%	23.0%	23.7%	23.4%	23.4%
Important	52.4%	39.5%	41.5%	38.9%	40.3%	36.7%	44.6%	37.1%	48.1%	40.2%	42.4%	41.3%
Not very important	12.4%	8.4%	12.6%	19.3%	11.3%	19.0%	9.5%	20.8%	17.8%	14.7%	16.2%	15.3%
Not important at all	1.9%	8.4%	5.7%	7.5%	8.2%	5.7%	9.5%	4.4%	3.7%	10.6%	2.3%	6.5%

Q21. Which TWO of the capital improvements items listed in Question 20 would you be MOST WILLING to pay an increase in taxes to support? (top 2)

N=833

Q25. How many years have you lived in
Wilmington?

Q26. Your age

Q28. Your gender

Total

Less than 5 years	5-10 years	11-20 years	20+ years
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Under 35 years	35-44 years	45-54 years	55-64 years	65+ years
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Male	Female
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Q21. Sum of top 2 choicesUpgrades to public facilities
(e.g. public buildings,
Riverwalk, stormwater
facilities)

27.7%	26.8%	25.0%	21.2%	26.7%	22.9%	23.4%	27.1%	18.3%	24.6%	22.7%	23.4%
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Improvements to parks & open
space

20.5%	21.1%	20.1%	19.8%	22.4%	27.7%	19.9%	18.1%	11.1%	19.5%	20.8%	19.9%
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Improvements to Police/Fire
facilities

20.5%	15.4%	10.4%	14.9%	12.1%	10.8%	16.4%	18.1%	15.0%	15.6%	13.5%	14.6%
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Improvements to City's
transportation network (e.g.
roads, bridges, public transit)

33.9%	34.1%	37.8%	34.4%	43.6%	38.6%	33.3%	33.1%	25.5%	35.3%	34.5%	34.8%
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Additional crosswalks, bike
lanes, multi-use trails

26.8%	32.5%	28.7%	21.9%	32.1%	31.9%	25.7%	24.1%	11.8%	26.5%	24.2%	25.2%
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Improvements to arts/cultural
facilities

7.1%	6.5%	6.7%	4.5%	8.5%	7.2%	2.9%	6.6%	3.3%	5.1%	6.3%	5.6%
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None chosen

29.5%	26.8%	31.1%	38.7%	24.8%	27.7%	36.3%	31.9%	52.9%	33.3%	35.5%	34.7%
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Q22. Funding for City Services. Using a scale of 1 to 5, where 5 means "spend much more" and 1 means "spend much less," please indicate what you think about the City's current level of funding for each of the City services listed below. (without "not provided")

N=833

Q25. How many years have you lived in
Wilmington?

Less than 5 years	5-10 years	11-20 years	20+ years
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Q26. Your age

Under 35 years	35-44 years	45-54 years	55-64 years	65+ years
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Q28. Your gender

Male	Female
------	--------

Total

Q22-1. Upgrades to public facilities (e.g. public buildings, Riverwalk, stormwater facilities)

Spend much more	3.7%	5.9%	6.5%	7.0%	8.6%	5.0%	6.2%	7.7%	2.8%	5.6%	6.9%	6.2%
Spend more	33.9%	28.8%	37.7%	29.2%	35.0%	37.7%	34.8%	29.5%	16.3%	31.8%	30.8%	31.3%
Spend about the same	57.8%	58.5%	46.8%	48.6%	50.3%	44.7%	46.6%	52.6%	64.5%	51.5%	50.6%	51.1%
Spend less	3.7%	4.2%	5.8%	9.7%	4.3%	10.7%	8.1%	5.1%	8.5%	6.2%	8.4%	7.4%
Spend much less	0.9%	2.5%	3.2%	5.5%	1.8%	1.9%	4.3%	5.1%	7.8%	4.9%	3.3%	4.1%

Q22-2. Improvements to parks & open space

Spend much more	7.3%	10.9%	12.3%	9.2%	16.0%	11.9%	8.0%	9.4%	2.8%	8.7%	11.1%	9.9%
Spend more	33.0%	22.7%	24.5%	23.6%	27.6%	32.1%	25.3%	22.6%	14.9%	23.2%	26.6%	24.8%
Spend about the same	49.5%	57.1%	49.7%	52.7%	44.8%	43.4%	54.9%	53.5%	67.4%	53.1%	51.4%	52.3%
Spend less	10.1%	7.6%	10.3%	9.0%	9.8%	9.4%	9.9%	8.8%	8.5%	9.9%	8.6%	9.2%
Spend much less	0.0%	1.7%	3.2%	5.5%	1.8%	3.1%	1.9%	5.7%	6.4%	5.1%	2.3%	3.8%

Q22. Funding for City Services. Using a scale of 1 to 5, where 5 means "spend much more" and 1 means "spend much less," please indicate what you think about the City's current level of funding for each of the City services listed below. (without "not provided")

N=833

Q25. How many years have you lived in
Wilmington?

Q26. Your age

Q28. Your gender

Total

Less than 5 years	5-10 years	11-20 years	20+ years
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Under 35 years	35-44 years	45-54 years	55-64 years	65+ years
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Male	Female
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Q22-3. Improvements to Police/Fire facilities

Spend much more	7.2%	5.1%	7.8%	7.5%	5.6%	6.2%	6.7%	9.6%	6.4%	5.4%	8.6%	7.1%
Spend more	28.8%	27.1%	23.4%	27.8%	21.9%	19.9%	28.8%	30.8%	34.0%	28.5%	25.1%	26.8%
Spend about the same	52.3%	57.6%	55.2%	54.4%	54.4%	59.0%	55.2%	51.9%	53.2%	55.4%	54.3%	54.8%
Spend less	10.8%	6.8%	11.7%	7.8%	13.1%	13.0%	6.7%	5.8%	5.7%	7.9%	9.9%	8.9%
Spend much less	0.9%	3.4%	1.9%	2.5%	5.0%	1.9%	2.5%	1.9%	0.7%	2.8%	2.0%	2.4%

Q22-4. Improvements to City's transportation network (e.g. roads, bridges, public transit)

Spend much more	27.0%	28.6%	32.5%	28.0%	36.3%	30.9%	29.0%	28.3%	18.2%	30.4%	27.2%	28.9%
Spend more	42.3%	42.9%	44.2%	40.0%	38.1%	44.4%	46.9%	40.3%	36.4%	38.3%	44.3%	41.3%
Spend about the same	27.9%	26.1%	22.1%	27.5%	23.1%	21.6%	22.8%	27.0%	39.9%	27.6%	25.7%	26.5%
Spend less	2.7%	1.7%	0.0%	2.5%	1.9%	3.1%	0.0%	1.9%	2.8%	1.8%	2.0%	1.9%
Spend much less	0.0%	0.8%	1.3%	2.0%	0.6%	0.0%	1.2%	2.5%	2.8%	2.0%	0.8%	1.4%

Q22. Funding for City Services. Using a scale of 1 to 5, where 5 means "spend much more" and 1 means "spend much less," please indicate what you think about the City's current level of funding for each of the City services listed below. (without "not provided")

N=833

Q25. How many years have you lived in
Wilmington?

Less than 5 years	5-10 years	11-20 years	20+ years
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Q26. Your age

Under 35 years	35-44 years	45-54 years	55-64 years	65+ years
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Q28. Your gender

Male	Female
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Total

Q22-5. Additional crosswalks, bike lanes, multi-use trails

Spend much more	20.0%	20.8%	28.2%	15.6%	29.0%	21.0%	21.5%	16.5%	8.5%	20.2%	18.8%	19.4%
Spend more	28.2%	34.2%	32.7%	24.6%	27.8%	30.9%	33.1%	26.6%	21.8%	26.8%	29.4%	28.1%
Spend about the same	41.8%	30.8%	24.4%	34.7%	29.0%	27.8%	27.6%	39.2%	40.8%	30.9%	34.9%	33.0%
Spend less	10.0%	11.7%	10.3%	15.6%	9.9%	14.8%	12.3%	10.8%	20.4%	15.1%	11.8%	13.4%
Spend much less	0.0%	2.5%	4.5%	9.4%	4.3%	5.6%	5.5%	7.0%	8.5%	7.1%	5.0%	6.2%

Q22-6. Improvements to arts/cultural facilities

Spend much more	5.5%	6.7%	10.3%	6.0%	10.5%	6.2%	7.4%	6.4%	4.2%	6.1%	7.8%	6.9%
Spend more	13.8%	16.7%	16.0%	10.9%	15.4%	14.3%	16.6%	11.5%	8.5%	14.3%	12.1%	13.3%
Spend about the same	59.6%	56.7%	53.8%	48.3%	48.8%	49.7%	51.5%	54.1%	55.6%	46.5%	57.7%	52.1%
Spend less	18.3%	12.5%	12.2%	19.7%	18.5%	17.4%	11.7%	17.8%	20.4%	18.9%	15.1%	16.9%
Spend much less	2.8%	7.5%	7.7%	15.2%	6.8%	12.4%	12.9%	10.2%	11.3%	14.1%	7.3%	10.7%

Q23. Strategic Planning. The city's major focus areas are listed below. Using a scale of 1 to 5, where 5 means "extremely important" and 1 means "not important at all," please indicate how important each of the City's focus areas are to you. (without "not provided")

N=833

Q25. How many years have you lived in
Wilmington?

Less than 5 years	5-10 years	11-20 years	20+ years
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Q26. Your age

Under 35 years	35-44 years	45-54 years	55-64 years	65+ years
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Q28. Your gender

Male	Female
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Total

Q23-1. Share information, get citizen input, & build relationships

Extremely important	42.7%	36.1%	35.0%	34.2%	54.6%	33.1%	36.7%	32.1%	20.6%	31.0%	40.9%	35.9%
Very important	30.9%	39.5%	32.5%	34.5%	28.8%	36.2%	42.2%	40.3%	22.0%	34.5%	33.7%	34.2%
Important	23.6%	21.8%	29.4%	27.6%	15.3%	28.2%	19.9%	23.3%	49.6%	31.0%	22.4%	26.7%
Not very important	2.7%	1.7%	2.5%	3.0%	1.2%	2.5%	1.2%	3.8%	5.0%	2.8%	2.5%	2.6%
Not important at all	0.0%	0.8%	0.6%	0.7%	0.0%	0.0%	0.0%	0.6%	2.8%	0.8%	0.5%	0.6%

Q23-2. Improve local economy through public & private investments & partnerships

Extremely important	28.2%	29.4%	27.2%	23.0%	33.3%	31.4%	25.3%	23.1%	14.2%	23.7%	27.6%	25.7%
Very important	44.5%	36.1%	34.8%	36.0%	32.7%	35.2%	39.2%	41.7%	33.3%	37.8%	35.4%	36.8%
Important	25.5%	26.9%	29.7%	30.8%	29.0%	24.5%	27.7%	27.6%	39.0%	30.4%	28.4%	29.2%
Not very important	1.8%	5.9%	7.0%	7.3%	4.3%	7.5%	5.4%	6.4%	8.5%	5.6%	7.1%	6.3%
Not important at all	0.0%	1.7%	1.3%	3.0%	0.6%	1.3%	2.4%	1.3%	5.0%	2.6%	1.5%	2.0%

Q23. Strategic Planning. The city's major focus areas are listed below. Using a scale of 1 to 5, where 5 means "extremely important" and 1 means "not important at all," please indicate how important each of the City's focus areas are to you. (without "not provided")

N=833

Q25. How many years have you lived in
Wilmington?

Less than 5 years	5-10 years	11-20 years	20+ years
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Q26. Your age

Under 35 years	35-44 years	45-54 years	55-64 years	65+ years
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Q28. Your gender

Male	Female
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Total

Q23-3. Work to ensure City is positioned for future sustainability & growth

Extremely important	48.2%	52.1%	54.1%	43.8%	60.1%	58.4%	47.9%	41.7%	28.4%	46.7%	48.9%	47.8%
Very important	33.6%	33.6%	30.2%	30.9%	30.7%	26.7%	32.3%	34.0%	33.3%	32.1%	30.6%	31.4%
Important	18.2%	10.9%	14.5%	20.0%	7.4%	13.0%	15.6%	22.4%	30.5%	17.9%	17.0%	17.4%
Not very important	0.0%	2.5%	1.3%	3.2%	1.8%	1.2%	3.6%	1.9%	2.8%	2.5%	2.0%	2.3%
Not important at all	0.0%	0.8%	0.0%	2.0%	0.0%	0.6%	0.6%	0.0%	5.0%	0.8%	1.5%	1.1%

Q23-4. Provide a safe community

Extremely important	65.8%	60.8%	60.6%	63.2%	71.8%	61.7%	66.1%	64.2%	47.5%	57.6%	67.8%	62.8%
Very important	27.0%	27.5%	30.0%	27.9%	23.3%	27.8%	23.8%	26.4%	41.1%	32.8%	23.5%	28.1%
Important	6.3%	10.8%	7.5%	8.1%	4.3%	9.3%	9.5%	9.4%	8.5%	8.1%	8.3%	8.1%
Not very important	0.9%	0.0%	0.6%	0.7%	0.0%	0.6%	0.6%	0.0%	2.1%	1.0%	0.3%	0.6%
Not important at all	0.0%	0.8%	1.3%	0.0%	0.6%	0.6%	0.0%	0.0%	0.7%	0.5%	0.3%	0.4%

Q23. Strategic Planning. The city's major focus areas are listed below. Using a scale of 1 to 5, where 5 means "extremely important" and 1 means "not important at all," please indicate how important each of the City's focus areas are to you. (without "not provided")

N=833

Q25. How many years have you lived in
Wilmington?

Less than 5 years	5-10 years	11-20 years	20+ years
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Q26. Your age

Under 35 years	35-44 years	45-54 years	55-64 years	65+ years
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Q28. Your gender

Male	Female
------	--------

Total

Q23-5. Support neighborhoods to help them thrive

Extremely important	42.7%	46.2%	33.3%	37.9%	47.9%	41.4%	41.7%	36.1%	25.7%	33.3%	44.2%	39.0%
Very important	30.9%	27.7%	32.7%	33.5%	27.0%	30.9%	33.9%	34.2%	34.3%	32.8%	31.4%	32.1%
Important	23.6%	17.6%	27.7%	24.6%	20.2%	22.8%	22.6%	24.7%	31.4%	26.0%	22.4%	24.1%
Not very important	2.7%	7.6%	4.4%	3.7%	4.9%	4.3%	1.2%	4.4%	7.1%	6.6%	2.0%	4.3%
Not important at all	0.0%	0.8%	1.9%	0.2%	0.0%	0.6%	0.6%	0.6%	1.4%	1.3%	0.0%	0.6%

Q23-6. Provide a safe & efficient transportation system

Extremely important	32.7%	37.0%	30.6%	34.8%	42.2%	33.1%	36.3%	31.6%	25.0%	29.5%	38.0%	34.0%
Very important	40.0%	34.5%	30.0%	28.4%	29.8%	28.2%	30.4%	36.7%	32.6%	29.5%	33.5%	31.3%
Important	24.5%	25.2%	32.5%	30.1%	24.8%	33.1%	28.6%	26.6%	31.3%	32.5%	25.5%	29.0%
Not very important	2.7%	2.5%	6.3%	5.1%	3.1%	4.3%	3.6%	3.8%	9.7%	6.8%	2.8%	4.7%
Not important at all	0.0%	0.8%	0.6%	1.5%	0.0%	1.2%	1.2%	1.3%	1.4%	1.8%	0.3%	1.0%

Q24. Overall Ratings of the City. Using a scale of 1 to 5, where 5 means "excellent" and 1 means "poor," please rate the City of Wilmington with regard to the following. (without "don't know")

N=833

Q25. How many years have you lived in
Wilmington?

Q26. Your age

Q28. Your gender

Total

Less than 5 years	5-10 years	11-20 years	20+ years
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Under 35 years	35-44 years	45-54 years	55-64 years	65+ years
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Male	Female
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Q24-1. As a place to live

Excellent	41.1%	31.7%	34.4%	27.7%	29.7%	30.1%	25.3%	41.8%	30.5%	33.7%	29.5%	31.4%
Good	51.8%	54.5%	46.0%	52.8%	51.5%	54.8%	58.2%	42.4%	49.7%	51.1%	51.8%	51.6%
Neutral	6.3%	4.9%	9.2%	10.2%	6.7%	9.0%	6.5%	10.9%	11.3%	8.8%	8.7%	8.7%
Below average	0.9%	4.9%	8.0%	6.9%	7.9%	5.4%	7.6%	3.6%	5.3%	5.2%	6.5%	5.9%
Poor	0.0%	4.1%	2.5%	2.4%	4.2%	0.6%	2.4%	1.2%	3.3%	1.2%	3.4%	2.3%

Q24-2. As a place to raise children

Excellent	24.2%	16.5%	27.0%	22.3%	20.7%	19.6%	14.9%	33.8%	24.5%	24.9%	20.8%	22.7%
Good	40.7%	50.5%	38.3%	49.4%	42.1%	46.6%	55.8%	38.5%	47.5%	45.3%	46.9%	46.3%
Neutral	24.2%	22.3%	19.1%	14.9%	15.9%	18.9%	13.6%	22.3%	19.4%	20.2%	15.7%	17.9%
Below average	11.0%	8.7%	12.8%	6.7%	13.1%	10.8%	11.0%	3.4%	5.0%	7.2%	10.1%	8.6%
Poor	0.0%	1.9%	2.8%	6.7%	8.3%	4.1%	4.5%	2.0%	3.6%	2.5%	6.4%	4.5%

Q24. Overall Ratings of the City. Using a scale of 1 to 5, where 5 means "excellent" and 1 means "poor," please rate the City of Wilmington with regard to the following. (without "don't know")

N=833

Q25. How many years have you lived in
Wilmington?

Q26. Your age

Q28. Your gender

Total

Less than 5 years	5-10 years	11-20 years	20+ years
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Under 35 years	35-44 years	45-54 years	55-64 years	65+ years
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Male	Female
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Q24-3. As a place to work or build a business

Excellent	13.0%	9.6%	12.8%	15.0%	9.9%	11.7%	11.7%	18.1%	17.1%	15.0%	12.1%	13.6%
Good	42.0%	33.9%	31.4%	40.8%	32.3%	28.4%	43.6%	41.9%	43.6%	42.6%	33.5%	38.1%
Neutral	34.0%	26.1%	21.8%	21.7%	26.7%	29.0%	19.6%	21.9%	22.9%	23.8%	24.4%	24.0%
Below average	8.0%	22.6%	28.2%	16.2%	19.9%	24.7%	19.0%	14.8%	13.6%	13.2%	23.4%	18.4%
Poor	3.0%	7.8%	5.8%	6.3%	11.2%	6.2%	6.1%	3.2%	2.9%	5.4%	6.5%	6.0%

Q24-4. As a place to retire

Excellent	40.2%	27.7%	30.2%	26.2%	36.6%	26.6%	18.5%	34.8%	30.7%	30.1%	28.4%	29.1%
Good	41.1%	51.8%	45.0%	43.5%	35.2%	46.8%	52.4%	40.9%	44.7%	47.0%	41.8%	44.5%
Neutral	15.9%	10.7%	14.1%	17.5%	19.3%	18.8%	14.3%	14.6%	13.3%	13.9%	17.7%	15.9%
Below average	1.9%	5.4%	8.7%	8.4%	4.1%	5.8%	10.1%	7.3%	8.0%	6.4%	7.8%	7.1%
Poor	0.9%	4.5%	2.0%	4.3%	4.8%	1.9%	4.8%	2.4%	3.3%	2.6%	4.3%	3.4%

Q24. Overall Ratings of the City. Using a scale of 1 to 5, where 5 means "excellent" and 1 means "poor," please rate the City of Wilmington with regard to the following. (without "don't know")

N=833

	Q25. How many years have you lived in Wilmington?				Q26. Your age					Q28. Your gender		Total
	Less than 5 years	5-10 years	11-20 years	20+ years	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	Male	Female	
<u>Q24-5. As a place to visit</u>												
Excellent	57.7%	52.5%	49.1%	42.0%	50.3%	53.4%	40.8%	47.8%	43.6%	48.5%	46.1%	47.2%
Good	37.8%	36.9%	40.4%	42.7%	37.9%	36.2%	46.7%	37.9%	43.6%	39.7%	41.2%	40.6%
Neutral	2.7%	4.9%	7.5%	10.2%	6.8%	6.7%	8.3%	10.6%	7.4%	7.5%	8.3%	7.9%
Below average	1.8%	4.1%	2.5%	3.4%	3.1%	3.1%	3.0%	2.5%	4.0%	3.0%	3.2%	3.1%
Poor	0.0%	1.6%	0.6%	1.7%	1.9%	0.6%	1.2%	1.2%	1.3%	1.3%	1.2%	1.2%

Crosstabs by Race/Ethnicity and Income

Q1. Major categories of services provided by the City of Wilmington are listed below. Please rate each item on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

N=833	Q30. Your race/ethnicity			Q31. Your total annual household income				Total
	White	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	

Q1-1. Overall maintenance of City streets & sidewalks

Very satisfied	3.2%	3.4%	4.5%	3.5%	2.0%	4.6%	2.8%	3.3%
Satisfied	23.8%	13.0%	26.9%	20.9%	24.7%	24.0%	22.2%	22.1%
Neutral	22.1%	17.1%	23.9%	17.4%	21.2%	21.9%	22.6%	21.5%
Dissatisfied	34.3%	34.9%	28.4%	31.3%	34.3%	31.6%	35.7%	34.0%
Very dissatisfied	16.6%	31.5%	16.4%	27.0%	17.7%	17.9%	16.7%	19.1%

Q1-2. Overall quality of City's parks & recreation programs

Very satisfied	13.9%	13.1%	15.6%	9.4%	10.4%	20.6%	13.8%	13.8%
Satisfied	56.1%	37.2%	53.1%	50.9%	53.0%	50.6%	55.2%	52.8%
Neutral	23.0%	29.2%	26.6%	27.4%	30.1%	21.1%	20.5%	24.2%
Dissatisfied	4.7%	13.9%	3.1%	10.4%	3.3%	5.6%	6.7%	6.2%
Very dissatisfied	2.4%	6.6%	1.6%	1.9%	3.3%	2.2%	3.8%	3.0%

Q1. Major categories of services provided by the City of Wilmington are listed below. Please rate each item on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

N=833	Q30. Your race/ethnicity			Q31. Your total annual household income				Total
		Black/ African		Under	\$30K to	\$60K to		
	White	American	Other	\$30K	\$59,999	\$99,999	\$100K+	
Q1-3. Overall quality of police services								
Very satisfied	21.6%	10.1%	13.8%	16.4%	18.2%	23.0%	17.6%	19.0%
Satisfied	49.9%	44.2%	50.8%	45.5%	49.7%	43.5%	55.5%	49.0%
Neutral	20.9%	26.1%	23.1%	25.5%	21.4%	22.5%	20.2%	22.0%
Dissatisfied	5.6%	10.1%	7.7%	5.5%	7.0%	8.9%	5.5%	6.5%
Very dissatisfied	1.9%	9.4%	4.6%	7.3%	3.7%	2.1%	1.3%	3.5%

Q1-4. Overall quality of fire services

Very satisfied	36.0%	27.0%	26.8%	38.8%	29.5%	37.9%	32.4%	33.4%
Satisfied	47.9%	53.3%	57.1%	47.6%	54.0%	41.2%	53.0%	49.9%
Neutral	15.2%	16.8%	14.3%	12.6%	15.9%	18.6%	13.2%	15.3%
Dissatisfied	0.8%	1.5%	0.0%	1.0%	0.6%	1.1%	0.9%	0.8%
Very dissatisfied	0.2%	1.5%	1.8%	0.0%	0.0%	1.1%	0.5%	0.6%

Q1. Major categories of services provided by the City of Wilmington are listed below. Please rate each item on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

N=833	Q30. Your race/ethnicity			Q31. Your total annual household income				Total
	White	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q1-5. Overall efforts by City to enforce codes & ordinances</u>								
Very satisfied	9.3%	6.3%	3.5%	10.8%	8.8%	10.8%	5.9%	8.2%
Satisfied	34.8%	30.5%	29.8%	35.3%	35.1%	29.3%	35.0%	33.8%
Neutral	32.9%	30.5%	45.6%	31.4%	32.2%	36.5%	33.6%	33.5%
Dissatisfied	15.0%	18.8%	14.0%	15.7%	17.0%	13.2%	16.4%	15.5%
Very dissatisfied	8.0%	14.1%	7.0%	6.9%	7.0%	10.2%	9.1%	9.1%

1-6. Overall quality of customer service provided by City employees

Very satisfied	13.4%	7.5%	8.5%	6.6%	13.7%	20.2%	7.4%	11.9%
Satisfied	43.2%	41.8%	52.5%	38.7%	44.0%	39.9%	47.6%	43.8%
Neutral	30.6%	33.6%	25.4%	36.8%	33.7%	25.3%	30.7%	30.8%
Dissatisfied	10.2%	10.4%	6.8%	15.1%	5.7%	10.7%	10.4%	9.9%
Very dissatisfied	2.6%	6.7%	6.8%	2.8%	2.9%	3.9%	3.9%	3.7%

Q1. Major categories of services provided by the City of Wilmington are listed below. Please rate each item on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

N=833	Q30. Your race/ethnicity			Q31. Your total annual household income				Total
	White	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q1-7. Overall effectiveness of City communication with the public</u>								
Very satisfied	10.4%	5.8%	4.7%	7.4%	10.1%	12.5%	7.4%	9.0%
Satisfied	37.3%	35.3%	31.3%	34.3%	37.8%	29.2%	43.2%	36.8%
Neutral	34.5%	26.6%	40.6%	36.1%	31.4%	35.4%	31.3%	33.5%
Dissatisfied	12.3%	17.3%	15.6%	13.0%	13.3%	14.6%	13.2%	13.4%
Very dissatisfied	5.5%	15.1%	7.8%	9.3%	7.4%	8.3%	4.9%	7.4%

Q1-8. Overall management of traffic flow on City streets

Very satisfied	2.8%	4.2%	3.0%	3.6%	4.6%	3.6%	2.0%	3.1%
Satisfied	14.0%	17.6%	17.9%	17.9%	17.9%	12.8%	14.3%	15.1%
Neutral	19.6%	23.9%	19.4%	29.5%	22.1%	16.3%	17.1%	20.3%
Dissatisfied	36.8%	23.2%	32.8%	27.7%	30.8%	36.2%	38.9%	34.1%
Very dissatisfied	26.8%	31.0%	26.9%	21.4%	24.6%	31.1%	27.8%	27.4%

Q1. Major categories of services provided by the City of Wilmington are listed below. Please rate each item on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

N=833	Q30. Your race/ethnicity			Q31. Your total annual household income				Total
	White	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q1-9. Overall management of stormwater runoff by City</u>								
Very satisfied	4.6%	3.6%	3.1%	2.7%	4.9%	6.5%	3.8%	4.3%
Satisfied	23.7%	24.6%	29.7%	19.5%	26.5%	25.5%	25.1%	24.5%
Neutral	30.1%	23.9%	35.9%	36.3%	28.6%	26.1%	28.9%	29.4%
Dissatisfied	29.0%	26.1%	17.2%	29.2%	27.6%	24.5%	28.9%	27.6%
Very dissatisfied	12.7%	21.7%	14.1%	12.4%	12.4%	17.4%	13.4%	14.3%

Q1-10. Overall quality of trash, recycling, & yard waste collection services

Very satisfied	28.2%	22.1%	27.3%	17.4%	27.3%	30.5%	29.3%	26.9%
Satisfied	45.8%	46.2%	47.0%	45.2%	45.4%	46.8%	44.6%	46.0%
Neutral	17.2%	14.5%	18.2%	23.5%	16.5%	14.7%	16.1%	16.8%
Dissatisfied	5.5%	11.7%	4.5%	11.3%	5.7%	5.3%	5.8%	6.6%
Very dissatisfied	3.3%	5.5%	3.0%	2.6%	5.2%	2.6%	4.1%	3.6%

Q2. Which THREE of the major categories of City services listed in Question 1 do you think are MOST IMPORTANT for the City to provide? (top 3)

N=833	Q30. Your race/ethnicity			Q31. Your total annual household income				Total
	White	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q2. Sum of top 3 choices</u>								
Overall maintenance of City streets & sidewalks	50.8%	52.3%	38.2%	49.1%	50.5%	51.0%	49.2%	50.1%
Overall quality of City's parks & recreation programs	13.6%	10.7%	20.6%	11.2%	12.4%	14.1%	15.2%	13.6%
Overall quality of police services	59.2%	53.7%	60.3%	55.2%	56.4%	54.0%	66.4%	58.3%
Overall quality of fire services	36.6%	26.8%	39.7%	30.2%	35.1%	36.9%	37.1%	35.2%
Overall efforts by City to enforce codes & ordinances	12.1%	14.8%	10.3%	15.5%	12.9%	11.6%	12.1%	12.6%
Overall quality of customer service provided by City employees	4.9%	5.4%	5.9%	6.0%	6.4%	3.5%	4.7%	5.0%
Overall effectiveness of City communication with the public	9.0%	16.8%	7.4%	12.1%	13.9%	9.1%	6.3%	10.2%
Overall management of traffic flow on City streets	50.0%	33.6%	44.1%	35.3%	47.0%	50.0%	50.4%	46.7%
Overall management of stormwater runoff by City	20.0%	18.8%	23.5%	13.8%	21.8%	21.7%	19.5%	19.9%
Overall quality of trash, recycling, & yard waste collection services	20.3%	12.8%	19.1%	10.3%	20.3%	26.8%	16.8%	19.0%
None chosen	6.9%	14.8%	8.8%	16.4%	6.4%	5.6%	7.0%	8.4%

Q3. Items that may influence your perception of the City of Wilmington are listed below. Please rate each item on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

N=833	Q30. Your race/ethnicity			Q31. Your total annual household income				Total
		Black/ African		Under	\$30K to	\$60K to		
	White	American	Other	\$30K	\$59,999	\$99,999	\$100K+	
Q3-1. Overall quality of services provided by City								
Very satisfied	7.0%	5.0%	6.2%	8.1%	5.6%	6.9%	6.5%	6.5%
Satisfied	53.1%	43.3%	46.2%	45.0%	56.1%	52.1%	49.2%	50.9%
Neutral	32.0%	27.7%	36.9%	33.3%	29.6%	31.4%	33.1%	31.4%
Dissatisfied	6.5%	15.6%	10.8%	9.9%	5.1%	6.9%	10.1%	8.5%
Very dissatisfied	1.5%	8.5%	0.0%	3.6%	3.6%	2.7%	1.2%	2.6%

Q3-2. Appearance of City

Very satisfied	9.6%	8.5%	9.2%	15.0%	8.6%	9.3%	7.9%	9.3%
Satisfied	42.5%	39.0%	49.2%	38.9%	47.5%	42.3%	40.9%	42.6%
Neutral	25.7%	24.1%	26.2%	28.3%	21.7%	21.1%	29.0%	25.4%
Dissatisfied	18.4%	19.9%	13.8%	11.5%	19.2%	22.2%	18.3%	18.3%
Very dissatisfied	3.8%	8.5%	1.5%	6.2%	3.0%	5.2%	4.0%	4.4%

Q3. Items that may influence your perception of the City of Wilmington are listed below. Please rate each item on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

N=833	Q30. Your race/ethnicity			Q31. Your total annual household income				Total
	White	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q3-3. How well City is planning for growth</u>								
Very satisfied	1.9%	8.0%	4.7%	7.4%	3.2%	2.6%	2.1%	3.2%
Satisfied	12.4%	18.1%	12.5%	15.7%	15.8%	13.6%	11.5%	13.3%
Neutral	19.6%	23.9%	26.6%	32.4%	23.2%	18.8%	15.2%	20.8%
Dissatisfied	33.0%	22.5%	29.7%	25.9%	30.5%	29.8%	34.6%	31.2%
Very dissatisfied	33.0%	27.5%	26.6%	18.5%	27.4%	35.1%	36.6%	31.6%

Q3-4. Overall quality of life in City

Very satisfied	12.8%	6.4%	11.9%	7.1%	8.6%	14.8%	14.7%	11.5%
Satisfied	49.2%	36.2%	46.3%	47.3%	44.7%	45.9%	48.8%	46.8%
Neutral	25.3%	30.5%	29.9%	20.5%	28.9%	26.0%	26.6%	26.5%
Dissatisfied	10.5%	14.9%	10.4%	17.9%	15.7%	8.7%	7.1%	11.3%
Very dissatisfied	2.2%	12.1%	1.5%	7.1%	2.0%	4.6%	2.8%	3.8%

Q3. Items that may influence your perception of the City of Wilmington are listed below. Please rate each item on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

N=833	Q30. Your race/ethnicity			Q31. Your total annual household income				Total
		Black/ African		Under	\$30K to	\$60K to		
	White	American	Other	\$30K	\$59,999	\$99,999	\$100K+	
<u>Q3-5. Availability of job opportunities</u>								
Very satisfied	4.1%	2.3%	0.0%	3.9%	1.8%	5.8%	3.3%	3.4%
Satisfied	19.1%	14.6%	19.3%	18.6%	19.4%	17.0%	20.0%	18.2%
Neutral	34.6%	25.4%	36.8%	30.4%	34.1%	36.3%	31.2%	33.0%
Dissatisfied	28.9%	28.5%	21.1%	23.5%	29.4%	24.6%	29.8%	28.1%
Very dissatisfied	13.4%	29.2%	22.8%	23.5%	15.3%	16.4%	15.8%	17.2%

Q3-6. Overall value you receive for City taxes & fees

Very satisfied	4.4%	2.2%	1.5%	2.9%	2.6%	5.7%	4.0%	3.7%
Satisfied	25.1%	18.0%	12.1%	21.2%	21.9%	22.8%	24.8%	22.8%
Neutral	35.1%	30.9%	53.0%	35.6%	43.4%	31.6%	34.4%	36.0%
Dissatisfied	23.9%	25.9%	19.7%	25.0%	18.9%	24.9%	25.6%	23.8%
Very dissatisfied	11.5%	23.0%	13.6%	15.4%	13.3%	15.0%	11.2%	13.6%

Q4. Public Safety Services. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following items. (without "don't know")

N=833	Q30. Your race/ethnicity			Q31. Your total annual household income				Total
	White	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q4-1. City efforts to prevent fires</u>								
Very satisfied	22.7%	21.7%	17.0%	27.3%	19.0%	24.1%	21.1%	21.9%
Satisfied	53.6%	49.6%	60.4%	50.5%	55.2%	47.5%	58.3%	53.5%
Neutral	23.3%	26.4%	22.6%	22.2%	24.5%	27.8%	19.6%	23.7%
Dissatisfied	0.2%	1.6%	0.0%	0.0%	1.2%	0.6%	0.0%	0.6%
Very dissatisfied	0.2%	0.8%	0.0%	0.0%	0.0%	0.0%	1.0%	0.3%

Q4-2. Enforcement of local traffic laws

Very satisfied	10.6%	7.9%	14.7%	15.0%	8.5%	13.0%	9.8%	10.4%
Satisfied	43.4%	36.7%	44.1%	31.8%	41.8%	44.0%	45.3%	42.3%
Neutral	25.7%	28.8%	25.0%	35.5%	26.5%	22.8%	21.6%	26.4%
Dissatisfied	14.8%	18.7%	11.8%	12.1%	18.5%	14.1%	15.9%	15.1%
Very dissatisfied	5.5%	7.9%	4.4%	5.6%	4.8%	6.0%	7.3%	5.8%

Q4. Public Safety Services. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following items. (without "don't know")

N=833	Q30. Your race/ethnicity			Q31. Your total annual household income				Total
		Black/ African		Under	\$30K to	\$60K to		
	White	American	Other	\$30K	\$59,999	\$99,999	\$100K+	
Q4-3. How quickly police respond to emergencies								
Very satisfied	19.3%	13.4%	16.4%	15.8%	17.9%	18.0%	20.2%	17.8%
Satisfied	49.0%	37.0%	49.2%	42.1%	45.8%	44.3%	53.2%	46.8%
Neutral	26.5%	26.8%	24.6%	26.3%	28.6%	26.9%	21.7%	26.5%
Dissatisfied	3.9%	11.0%	6.6%	7.4%	4.8%	7.2%	4.4%	5.4%
Very dissatisfied	1.2%	11.8%	3.3%	8.4%	3.0%	3.6%	0.5%	3.4%

Q4-4. Frequency that police officers patrol your neighborhood

Very satisfied	9.3%	9.2%	12.9%	14.7%	10.6%	10.3%	6.9%	9.5%
Satisfied	31.5%	29.1%	38.7%	28.4%	33.9%	33.1%	30.6%	31.8%
Neutral	30.0%	24.8%	21.0%	22.9%	30.0%	23.4%	34.1%	28.4%
Dissatisfied	21.7%	22.7%	14.5%	23.9%	18.3%	22.3%	19.8%	21.1%
Very dissatisfied	7.6%	14.2%	12.9%	10.1%	7.2%	10.9%	8.6%	9.2%

Q4. Public Safety Services. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following items. (without "don't know")

N=833	Q30. Your race/ethnicity			Q31. Your total annual household income				Total
		Black/ African		Under	\$30K to	\$60K to		
	White	American	Other	\$30K	\$59,999	\$99,999	\$100K+	
Q4-5. Overall police relationship with your community								
Very satisfied	14.0%	6.8%	13.1%	13.6%	10.0%	13.8%	13.5%	12.5%
Satisfied	40.9%	26.5%	45.9%	31.1%	37.8%	41.3%	42.8%	39.1%
Neutral	34.2%	35.6%	29.5%	32.0%	39.4%	28.7%	34.1%	33.9%
Dissatisfied	7.5%	15.2%	8.2%	13.6%	7.8%	10.8%	6.6%	8.9%
Very dissatisfied	3.4%	15.9%	3.3%	9.7%	5.0%	5.4%	3.1%	5.6%

Q4-6. City efforts to prevent crimes

Very satisfied	8.8%	5.3%	9.8%	9.9%	7.8%	9.2%	8.1%	8.2%
Satisfied	37.0%	30.5%	29.5%	31.7%	34.9%	34.1%	39.2%	35.2%
Neutral	36.8%	31.3%	34.4%	36.6%	35.5%	35.3%	36.5%	35.8%
Dissatisfied	12.1%	16.0%	18.0%	11.9%	14.5%	11.0%	12.2%	13.2%
Very dissatisfied	5.3%	16.8%	8.2%	9.9%	7.2%	10.4%	4.1%	7.6%

Q4. Public Safety Services. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following items. (without "don't know")

N=833	Q30. Your race/ethnicity			Q31. Your total annual household income				Total
	White	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q4-7. Enforcement of fire codes</u>								
Very satisfied	15.3%	13.8%	9.6%	20.0%	8.2%	17.6%	15.4%	14.4%
Satisfied	45.0%	42.2%	53.8%	40.0%	51.7%	43.0%	45.7%	45.3%
Neutral	36.4%	38.8%	34.6%	34.4%	36.7%	37.3%	34.9%	36.7%
Dissatisfied	2.4%	3.4%	1.9%	4.4%	1.4%	2.1%	2.9%	2.7%
Very dissatisfied	1.0%	1.7%	0.0%	1.1%	2.0%	0.0%	1.1%	1.0%

Q5. Which TWO of the public safety services listed in Question 4 do you think are MOST IMPORTANT for the City to provide? (top 2)

N=833	Q30. Your race/ethnicity			Q31. Your total annual household income				Total
	White	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q5. Sum of top 2 choices</u>								
City efforts to prevent fires	11.8%	12.1%	13.2%	11.2%	11.4%	13.1%	11.7%	12.0%
Enforcement of local traffic laws	19.3%	16.1%	13.2%	18.1%	16.8%	15.2%	22.7%	18.1%
How quickly police respond to emergencies	49.5%	40.3%	41.2%	41.4%	50.5%	48.0%	48.4%	47.2%
Frequency that police officers patrol your neighborhood	19.0%	22.8%	23.5%	19.8%	23.8%	18.7%	18.0%	19.9%
Overall police relationship with your community	23.6%	31.5%	26.5%	20.7%	27.7%	28.3%	24.6%	25.2%
City efforts to prevent crimes	47.4%	34.2%	39.7%	37.1%	38.1%	46.5%	50.4%	44.3%
Enforcement of fire codes	4.8%	1.3%	0.0%	6.9%	3.5%	2.0%	3.1%	3.8%
None chosen	11.8%	20.1%	20.6%	21.6%	13.4%	13.1%	10.5%	14.2%

Q6. Perceptions of Safety. Using a scale of 1 to 5, where 5 means "very safe" and 1 means "very unsafe," please indicate how safe you feel in the following situations. (without "don't know")

N=833	Q30. Your race/ethnicity			Q31. Your total annual household income				Total
	White	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	

Q6-1. In Downtown business district during the day

Very safe	35.9%	32.6%	44.8%	33.0%	33.5%	37.2%	39.0%	35.9%
Safe	48.0%	47.4%	38.8%	40.4%	51.5%	46.3%	47.4%	47.3%
Neutral	11.1%	14.8%	11.9%	17.4%	11.3%	12.8%	8.8%	11.9%
Unsafe	4.1%	3.7%	4.5%	7.3%	3.1%	3.7%	3.2%	4.0%
Very unsafe	0.9%	1.5%	0.0%	1.8%	0.5%	0.0%	1.6%	0.9%

Q6-2. In Downtown business district at night

Very safe	4.8%	10.5%	9.1%	4.9%	7.7%	7.0%	4.9%	6.0%
Safe	26.5%	33.9%	30.3%	22.3%	30.4%	28.6%	29.6%	28.1%
Neutral	27.8%	26.6%	24.2%	32.0%	26.0%	27.0%	28.0%	27.5%
Unsafe	27.6%	18.5%	22.7%	24.3%	27.1%	21.1%	26.7%	25.6%
Very unsafe	13.3%	10.5%	13.6%	16.5%	8.8%	16.2%	10.7%	12.7%

Q6. Perceptions of Safety. Using a scale of 1 to 5, where 5 means "very safe" and 1 means "very unsafe," please indicate how safe you feel in the following situations. (without "don't know")

N=833	Q30. Your race/ethnicity			Q31. Your total annual household income				Total
		Black/ African		Under	\$30K to	\$60K to		
	White	American	Other	\$30K	\$59,999	\$99,999	\$100K+	
<u>Q6-3. In City parks</u>								
Very safe	14.2%	13.7%	24.2%	9.7%	18.0%	14.3%	16.0%	14.8%
Safe	46.5%	45.8%	40.3%	46.6%	40.7%	51.6%	46.8%	45.8%
Neutral	26.2%	26.7%	25.8%	33.0%	29.1%	18.1%	27.4%	26.4%
Unsafe	9.4%	9.9%	6.5%	7.8%	10.1%	11.0%	7.2%	9.3%
Very unsafe	3.7%	3.8%	3.2%	2.9%	2.1%	4.9%	2.5%	3.7%

Q6-4. In shopping areas

Very safe	19.8%	9.2%	17.9%	9.8%	19.6%	19.4%	20.2%	17.6%
Safe	51.7%	48.6%	56.7%	49.1%	51.3%	52.4%	54.2%	51.7%
Neutral	22.3%	32.4%	19.4%	32.1%	23.6%	20.4%	21.3%	23.9%
Unsafe	4.9%	8.5%	4.5%	7.1%	5.0%	6.3%	3.6%	5.4%
Very unsafe	1.3%	1.4%	1.5%	1.8%	0.5%	1.6%	0.8%	1.4%

Q6. Perceptions of Safety. Using a scale of 1 to 5, where 5 means "very safe" and 1 means "very unsafe," please indicate how safe you feel in the following situations. (without "don't know")

N=833	Q30. Your race/ethnicity			Q31. Your total annual household income				Total
	White	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	

Q6-5. In your neighborhood during the day

Very safe	48.3%	25.2%	44.1%	24.8%	42.0%	48.7%	51.4%	43.8%
Safe	42.1%	46.9%	44.1%	41.6%	46.5%	40.5%	43.9%	43.1%
Neutral	7.3%	20.3%	8.8%	24.8%	9.5%	7.7%	3.5%	9.9%
Unsafe	1.7%	2.1%	2.9%	2.7%	1.5%	1.0%	1.2%	1.8%
Very unsafe	0.7%	5.6%	0.0%	6.2%	0.5%	2.1%	0.0%	1.5%

Q6-6. In your neighborhood at night

Very safe	25.4%	13.3%	27.9%	11.5%	20.5%	26.5%	29.8%	23.6%
Safe	43.7%	32.9%	29.4%	29.2%	42.5%	42.3%	43.9%	40.6%
Neutral	18.6%	29.4%	20.6%	27.4%	22.0%	15.8%	19.6%	20.7%
Unsafe	8.4%	14.0%	17.6%	16.8%	12.0%	9.2%	5.5%	10.2%
Very unsafe	3.8%	10.5%	4.4%	15.0%	3.0%	6.1%	1.2%	5.0%

Q7. Parks and Recreation. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following items. (without "don't know")

N=833	Q30. Your race/ethnicity			Q31. Your total annual household income				Total
		Black/ African		Under	\$30K to	\$60K to		
	White	American	Other	\$30K	\$59,999	\$99,999	\$100K+	
<u>Q7-1. Maintenance & appearance of existing City parks</u>								
Very satisfied	19.0%	14.7%	16.9%	17.8%	17.7%	23.1%	16.9%	18.0%
Satisfied	61.2%	48.1%	61.5%	51.5%	61.5%	55.4%	62.2%	59.3%
Neutral	14.2%	28.7%	18.5%	24.8%	15.6%	14.0%	15.3%	16.9%
Dissatisfied	4.7%	5.4%	3.1%	5.0%	3.6%	5.9%	4.8%	4.6%
Very dissatisfied	0.9%	3.1%	0.0%	1.0%	1.6%	1.6%	0.8%	1.2%

Q7-2. Number of City parks

Very satisfied	15.0%	10.2%	12.5%	11.1%	14.8%	19.2%	11.3%	13.9%
Satisfied	47.8%	51.2%	51.6%	50.5%	48.4%	47.3%	47.8%	48.6%
Neutral	20.0%	22.8%	15.6%	28.3%	20.9%	18.7%	17.0%	20.1%
Dissatisfied	12.6%	11.0%	15.6%	9.1%	12.1%	11.0%	16.2%	12.6%
Very dissatisfied	4.6%	4.7%	4.7%	1.0%	3.8%	3.8%	7.7%	4.7%

Q7. Parks and Recreation. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following items. (without "don't know")

N=833	Q30. Your race/ethnicity			Q31. Your total annual household income				Total
	White	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q7-3. Walking trails in City</u>								
Very satisfied	15.8%	11.4%	15.6%	14.6%	16.8%	17.4%	12.3%	14.9%
Satisfied	43.5%	44.7%	45.3%	43.8%	43.6%	43.5%	44.9%	43.9%
Neutral	21.7%	23.6%	23.4%	28.1%	21.8%	22.8%	18.9%	22.3%
Dissatisfied	14.2%	11.4%	12.5%	9.4%	13.4%	11.4%	16.5%	13.6%
Very dissatisfied	4.8%	8.9%	3.1%	4.2%	4.5%	4.9%	7.4%	5.3%

Q7-4. Biking trails in City

Very satisfied	14.0%	9.6%	21.7%	12.1%	17.9%	16.2%	10.7%	13.8%
Satisfied	38.2%	39.1%	33.3%	40.7%	36.9%	38.5%	36.1%	38.2%
Neutral	25.9%	29.6%	28.3%	35.2%	25.0%	28.5%	22.3%	26.5%
Dissatisfied	12.5%	13.0%	13.3%	7.7%	13.7%	8.9%	16.7%	12.7%
Very dissatisfied	9.5%	8.7%	3.3%	4.4%	6.5%	7.8%	14.2%	8.8%

Q7. Parks and Recreation. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following items. (without "don't know")

N=833	Q30. Your race/ethnicity			Q31. Your total annual household income				Total
	White	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q7-5. City recreation centers</u>								
Very satisfied	8.4%	5.2%	5.7%	5.7%	8.3%	7.6%	6.9%	7.5%
Satisfied	33.5%	33.6%	35.8%	35.6%	33.3%	38.2%	32.3%	33.6%
Neutral	42.7%	34.5%	47.2%	41.4%	42.3%	39.5%	40.7%	41.9%
Dissatisfied	11.0%	14.7%	9.4%	10.3%	10.9%	12.1%	12.2%	11.5%
Very dissatisfied	4.4%	12.1%	1.9%	6.9%	5.1%	2.5%	7.9%	5.6%

Q7-6. City swimming pools

Very satisfied	5.8%	3.7%	4.0%	3.8%	5.2%	4.8%	5.2%	5.1%
Satisfied	22.8%	31.2%	30.0%	30.8%	21.6%	29.0%	23.7%	25.0%
Neutral	46.0%	39.4%	44.0%	41.0%	49.3%	42.8%	42.8%	44.7%
Dissatisfied	16.8%	16.5%	18.0%	16.7%	15.7%	17.9%	16.8%	16.8%
Very dissatisfied	8.8%	9.2%	4.0%	7.7%	8.2%	5.5%	11.6%	8.3%

Q7. Parks and Recreation. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following items. (without "don't know")

N=833	Q30. Your race/ethnicity			Q31. Your total annual household income				Total
	White	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q7-7. City golf course</u>								
Very satisfied	14.5%	6.5%	10.6%	6.8%	12.5%	6.7%	19.0%	12.7%
Satisfied	33.4%	36.6%	38.3%	35.6%	27.3%	39.6%	34.6%	34.3%
Neutral	41.4%	44.1%	48.9%	42.5%	52.3%	42.5%	36.3%	42.8%
Dissatisfied	6.7%	8.6%	2.1%	12.3%	5.5%	7.5%	4.5%	6.6%
Very dissatisfied	4.0%	4.3%	0.0%	2.7%	2.3%	3.7%	5.6%	3.7%

Q7-8. Quality of outdoor athletic facilities (e.g. baseball, tennis, soccer)

Very satisfied	10.8%	3.5%	8.5%	3.6%	9.2%	10.2%	10.2%	9.2%
Satisfied	43.4%	37.7%	39.0%	41.7%	37.3%	43.9%	47.1%	42.0%
Neutral	33.9%	38.6%	42.4%	34.5%	43.8%	33.8%	29.1%	35.7%
Dissatisfied	8.4%	11.4%	8.5%	14.3%	7.2%	8.3%	8.3%	8.9%
Very dissatisfied	3.5%	8.8%	1.7%	6.0%	2.6%	3.8%	5.3%	4.2%

Q7. Parks and Recreation. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following items. (without "don't know")

N=833	Q30. Your race/ethnicity			Q31. Your total annual household income				Total
	White	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q7-9. Quality of City recreation programs & classes</u>								
Very satisfied	8.5%	7.3%	6.7%	5.1%	7.4%	9.6%	6.8%	8.0%
Satisfied	34.7%	30.0%	31.1%	30.4%	30.9%	32.4%	39.5%	33.3%
Neutral	46.8%	38.2%	53.3%	43.0%	50.7%	45.6%	43.2%	45.9%
Dissatisfied	6.9%	17.3%	6.7%	17.7%	6.6%	11.0%	4.9%	8.9%
Very dissatisfied	3.1%	7.3%	2.2%	3.8%	4.4%	1.5%	5.6%	3.8%

Q7-10. Variety of recreation programs & classes offered by City

Very satisfied	8.5%	6.4%	6.7%	5.1%	7.4%	9.4%	7.7%	7.9%
Satisfied	31.9%	32.1%	33.3%	28.2%	28.7%	33.1%	35.9%	31.9%
Neutral	45.9%	37.6%	40.0%	41.0%	50.0%	42.4%	41.0%	43.7%
Dissatisfied	10.4%	15.6%	15.6%	19.2%	8.1%	12.9%	11.5%	12.1%
Very dissatisfied	3.4%	8.3%	4.4%	6.4%	5.9%	2.2%	3.8%	4.4%

Q8. Which TWO of the parks and recreation items listed in Question 7 do you think are MOST IMPORTANT for the City to provide? (top 2)

N=833

Q30. Your race/ethnicity			Q31. Your total annual household income				Total
White	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	

Q8. Sum of top 2 choices

Maintenance & appearance of existing City parks	49.7%	32.2%	52.9%	36.2%	49.0%	46.5%	50.8%	46.7%
Number of City parks	21.6%	12.1%	25.0%	8.6%	19.8%	19.2%	29.3%	20.2%
Walking trails in City	26.4%	13.4%	23.5%	20.7%	23.3%	23.7%	27.3%	23.8%
Biking trails in City	23.1%	9.4%	13.2%	9.5%	18.3%	22.7%	25.4%	19.8%
City recreation centers	6.4%	14.1%	10.3%	11.2%	7.9%	8.6%	5.9%	8.0%
City swimming pools	5.7%	6.0%	7.4%	5.2%	6.9%	6.1%	4.7%	6.0%
City golf course	5.1%	4.0%	7.4%	4.3%	4.5%	6.1%	5.5%	5.0%
Quality of outdoor athletic facilities (e.g. baseball, tennis, soccer)	12.1%	14.8%	19.1%	6.9%	11.9%	13.6%	15.6%	13.3%
Quality of City recreation programs & classes	8.2%	18.8%	5.9%	16.4%	8.9%	8.1%	8.2%	10.0%
Variety of recreation programs & classes offered by City	7.9%	20.1%	7.4%	19.8%	10.9%	8.1%	5.1%	10.1%
None chosen	15.7%	26.2%	13.2%	30.2%	17.8%	17.2%	10.2%	17.4%

Q9. Communication. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following items. (without "don't know")

N=833	Q30. Your race/ethnicity			Q31. Your total annual household income				Total
	White	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q9-1. Availability of information about City programs & services</u>								
Very satisfied	7.3%	8.1%	7.8%	7.6%	5.6%	12.6%	5.2%	7.4%
Satisfied	37.8%	32.4%	29.7%	30.5%	37.3%	33.3%	41.2%	36.1%
Neutral	36.9%	33.1%	34.4%	37.1%	37.9%	33.3%	35.6%	36.2%
Dissatisfied	14.1%	16.9%	23.4%	16.2%	14.7%	17.5%	12.9%	15.3%
Very dissatisfied	4.0%	9.6%	4.7%	8.6%	4.5%	3.3%	5.2%	5.0%

Q9-2. City efforts to keep residents informed about local issues

Very satisfied	7.7%	7.3%	6.2%	6.6%	7.0%	11.6%	5.4%	7.4%
Satisfied	35.5%	29.9%	32.3%	31.1%	36.6%	28.4%	39.8%	34.4%
Neutral	32.9%	34.3%	26.2%	33.0%	32.8%	32.6%	30.7%	32.6%
Dissatisfied	18.7%	16.1%	29.2%	20.8%	18.3%	21.1%	18.3%	19.1%
Very dissatisfied	5.2%	12.4%	6.2%	8.5%	5.4%	6.3%	5.8%	6.5%

Q9. Communication. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following items. (without "don't know")

N=833	Q30. Your race/ethnicity			Q31. Your total annual household income				Total
	White	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q9-3. Level of public involvement in City decision-making</u>								
Very satisfied	1.9%	2.3%	0.0%	3.0%	0.6%	3.4%	1.3%	1.8%
Satisfied	19.1%	20.0%	20.0%	19.8%	21.1%	19.7%	18.1%	19.3%
Neutral	33.4%	33.8%	30.0%	34.7%	31.6%	29.2%	37.4%	33.5%
Dissatisfied	31.5%	26.2%	30.0%	26.7%	33.9%	29.2%	30.0%	30.3%
Very dissatisfied	14.1%	17.7%	20.0%	15.8%	12.9%	18.5%	13.2%	15.1%

Q9-4. Quality of City's cable television channel

Very satisfied	5.5%	3.4%	4.3%	8.8%	2.6%	6.5%	3.6%	4.9%
Satisfied	32.1%	29.9%	25.5%	28.6%	35.8%	33.1%	29.0%	31.2%
Neutral	42.5%	33.3%	46.8%	30.8%	39.7%	38.1%	46.7%	41.2%
Dissatisfied	10.0%	19.7%	12.8%	14.3%	13.2%	12.9%	11.8%	12.0%
Very dissatisfied	10.0%	13.7%	10.6%	17.6%	8.6%	9.4%	8.9%	10.7%

Q9. Communication. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following items. (without "don't know")

N=833	Q30. Your race/ethnicity			Q31. Your total annual household income				Total
	White	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q9-5. Usefulness of information that is available on City's website</u>								
Very satisfied	6.6%	8.8%	5.4%	9.1%	3.3%	12.0%	5.4%	6.9%
Satisfied	36.7%	34.2%	35.7%	34.1%	40.5%	28.7%	39.2%	36.3%
Neutral	46.9%	43.0%	46.4%	44.3%	47.7%	48.5%	43.6%	46.2%
Dissatisfied	7.3%	10.5%	7.1%	9.1%	7.2%	6.0%	9.3%	7.8%
Very dissatisfied	2.5%	3.5%	5.4%	3.4%	1.3%	4.8%	2.5%	2.9%

Q10. From which of the following sources do you currently get information about the City of Wilmington?

N=833	<u>Q30. Your race/ethnicity</u>			<u>Q31. Your total annual household income</u>				<u>Total</u>
	White	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q10. From what sources do you currently get information about City of Wilmington</u>								
City newsletter	52.5%	49.0%	54.4%	35.3%	47.0%	56.6%	57.4%	52.2%
Local newspapers	47.4%	40.3%	38.2%	44.0%	44.1%	46.0%	48.8%	45.1%
Local radio	47.0%	43.6%	44.1%	37.9%	49.0%	48.5%	48.0%	46.1%
Local television news	71.0%	75.8%	64.7%	72.4%	70.8%	71.7%	69.5%	71.3%
Social networking sites (Facebook, Twitter, Instagram)	39.7%	33.6%	36.8%	33.6%	39.1%	40.9%	39.1%	38.3%
City website	31.6%	33.6%	27.9%	20.7%	23.3%	37.9%	37.5%	31.6%
City cable channel	15.2%	26.2%	14.7%	25.0%	15.8%	18.7%	13.3%	17.0%
Calling the City	14.6%	18.1%	14.7%	12.1%	12.9%	17.2%	15.6%	15.1%
Other	4.4%	4.7%	7.4%	6.0%	5.4%	3.5%	3.9%	4.7%

Q11. Which TWO of the sources listed in Question 10 do you prefer to get information about the City of Wilmington? (top 2)

N=833	Q30. Your race/ethnicity			Q31. Your total annual household income				Total
	White	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q11. Sum of top 2 choices</u>								
City newsletter	35.2%	36.9%	39.7%	22.4%	39.1%	35.9%	38.7%	36.3%
Local newspapers	26.2%	18.1%	23.5%	26.7%	22.8%	25.3%	25.8%	24.7%
Local radio	20.3%	20.1%	27.9%	18.1%	22.3%	24.7%	20.7%	20.9%
Local television news	49.7%	48.3%	38.2%	46.6%	55.4%	47.5%	45.3%	48.4%
Social networking sites (Facebook, Twitter, Instagram)	22.6%	17.4%	25.0%	17.2%	25.2%	20.2%	24.6%	21.8%
City website	21.1%	16.8%	19.1%	12.9%	12.4%	25.3%	27.0%	20.0%
City cable channel	6.4%	6.7%	5.9%	11.2%	3.0%	8.6%	5.9%	6.4%
Calling the City	3.4%	4.0%	1.5%	3.4%	3.0%	3.0%	2.7%	3.4%
Other	2.1%	3.4%	2.9%	4.3%	2.0%	1.5%	2.3%	2.4%
None chosen	5.2%	12.1%	4.4%	16.4%	5.9%	3.0%	2.0%	6.4%

Q12. Maintenance. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following items. (without "don't know")

N=833	Q30. Your race/ethnicity			Q31. Your total annual household income				Total
	White	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q12-1. Maintenance of major City streets</u>								
Very satisfied	4.2%	6.8%	1.5%	3.5%	8.0%	4.2%	3.2%	4.4%
Satisfied	25.6%	17.0%	30.9%	14.8%	29.4%	27.6%	25.4%	24.7%
Neutral	21.8%	18.4%	20.6%	27.8%	18.4%	15.6%	23.0%	20.9%
Dissatisfied	31.5%	31.3%	29.4%	33.0%	28.9%	32.8%	31.0%	31.4%
Very dissatisfied	16.9%	26.5%	17.6%	20.9%	15.4%	19.8%	17.5%	18.6%

Q12-2. Maintenance of streets in your neighborhood

Very satisfied	5.4%	4.7%	4.5%	3.5%	7.5%	5.7%	4.0%	5.2%
Satisfied	23.8%	13.5%	38.8%	23.7%	24.5%	27.1%	21.4%	23.4%
Neutral	17.2%	15.5%	13.4%	14.0%	16.0%	12.0%	19.8%	16.4%
Dissatisfied	25.2%	33.1%	22.4%	30.7%	25.5%	23.4%	28.6%	26.5%
Very dissatisfied	28.4%	33.1%	20.9%	28.1%	26.5%	31.8%	26.2%	28.6%

Q12. Maintenance. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following items. (without "don't know")

N=833	Q30. Your race/ethnicity			Q31. Your total annual household income				Total
	White	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	

Q12-3. How quickly street repairs are made

Very satisfied	2.1%	2.1%	1.5%	2.7%	2.1%	2.7%	1.7%	2.1%
Satisfied	14.4%	9.2%	16.9%	10.9%	14.9%	16.8%	13.2%	13.8%
Neutral	21.1%	11.3%	13.8%	16.4%	19.7%	15.7%	19.4%	18.7%
Dissatisfied	34.8%	32.4%	38.5%	32.7%	32.4%	32.4%	40.1%	34.8%
Very dissatisfied	27.5%	45.1%	29.2%	37.3%	30.9%	32.4%	25.6%	30.7%

Q12-4. Condition of street signs & traffic signals

Very satisfied	8.4%	10.3%	2.9%	8.0%	8.5%	11.5%	6.3%	8.2%
Satisfied	50.2%	39.0%	58.8%	44.2%	48.5%	44.0%	56.3%	49.0%
Neutral	27.0%	25.3%	22.1%	26.5%	29.0%	25.1%	23.8%	26.2%
Dissatisfied	8.9%	15.8%	10.3%	15.0%	9.0%	12.0%	7.9%	10.3%
Very dissatisfied	5.5%	9.6%	5.9%	6.2%	5.0%	7.3%	5.6%	6.3%

Q12. Maintenance. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following items. (without "don't know")

N=833	Q30. Your race/ethnicity			Q31. Your total annual household income				Total
	White	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q12-5. Timing of traffic signals in City</u>								
Very satisfied	3.0%	4.2%	3.0%	4.4%	4.0%	4.3%	1.2%	3.2%
Satisfied	26.4%	23.6%	32.8%	23.7%	26.1%	28.9%	28.5%	26.5%
Neutral	29.2%	29.9%	23.9%	34.2%	25.1%	26.2%	28.1%	29.2%
Dissatisfied	27.6%	23.6%	25.4%	24.6%	29.1%	28.3%	25.7%	26.5%
Very dissatisfied	13.8%	18.8%	14.9%	13.2%	15.6%	12.3%	16.6%	14.7%

Q12-6. Mowing & tree trimming along City streets & other public areas

Very satisfied	6.5%	7.0%	4.5%	5.4%	6.1%	10.7%	4.8%	6.4%
Satisfied	42.8%	38.5%	55.2%	30.4%	42.1%	45.5%	48.8%	43.0%
Neutral	30.1%	31.5%	17.9%	38.4%	32.0%	21.4%	27.8%	29.2%
Dissatisfied	14.1%	12.6%	11.9%	17.9%	10.7%	14.4%	12.9%	13.8%
Very dissatisfied	6.5%	10.5%	10.4%	8.0%	9.1%	8.0%	5.6%	7.5%

Q12. Maintenance. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following items. (without "don't know")

N=833	Q30. Your race/ethnicity			Q31. Your total annual household income				Total
	White	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q12-7. Adequacy of City street lighting</u>								
Very satisfied	5.8%	5.6%	6.2%	2.7%	6.6%	9.1%	4.0%	5.8%
Satisfied	43.5%	37.3%	49.2%	35.1%	43.7%	44.9%	47.2%	42.9%
Neutral	28.3%	31.0%	18.5%	35.1%	28.4%	22.5%	26.0%	27.9%
Dissatisfied	17.1%	16.9%	20.0%	18.0%	17.3%	16.6%	17.6%	17.4%
Very dissatisfied	5.3%	9.2%	6.2%	9.0%	4.1%	7.0%	5.2%	6.0%

Q12-8. Cleanliness of City streets & other public areas

Very satisfied	6.1%	7.7%	7.4%	7.9%	6.6%	9.9%	4.3%	6.4%
Satisfied	38.9%	31.7%	36.8%	32.5%	39.9%	33.0%	43.5%	37.5%
Neutral	28.6%	31.0%	30.9%	29.8%	26.8%	27.7%	27.3%	29.3%
Dissatisfied	19.0%	19.0%	16.2%	21.1%	19.2%	20.4%	17.4%	18.8%
Very dissatisfied	7.4%	10.6%	8.8%	8.8%	7.6%	8.9%	7.5%	8.0%

Q12. Maintenance. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following items. (without "don't know")

N=833	Q30. Your race/ethnicity			Q31. Your total annual household income				Total
	White	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q12-9. Cleanliness of stormwater drains</u>								
Very satisfied	4.2%	7.1%	4.8%	7.4%	4.8%	7.3%	2.1%	4.7%
Satisfied	26.6%	24.3%	25.8%	21.3%	28.9%	25.4%	27.8%	26.2%
Neutral	32.2%	32.9%	33.9%	33.3%	38.5%	25.4%	30.4%	32.2%
Dissatisfied	24.6%	17.9%	25.8%	27.8%	18.7%	23.7%	26.6%	23.6%
Very dissatisfied	12.5%	17.9%	9.7%	10.2%	9.1%	18.1%	13.1%	13.3%

Q12-10. Maintenance of City sidewalks in your neighborhood

Very satisfied	7.2%	8.3%	6.8%	10.6%	8.9%	9.9%	4.1%	7.3%
Satisfied	23.5%	27.1%	44.1%	21.2%	30.6%	25.6%	24.8%	25.9%
Neutral	32.2%	21.1%	23.7%	27.9%	25.0%	32.0%	32.0%	29.3%
Dissatisfied	21.8%	24.8%	15.3%	24.0%	25.0%	18.0%	21.6%	21.9%
Very dissatisfied	15.3%	18.8%	10.2%	16.3%	10.6%	14.5%	17.6%	15.6%

Q12. Maintenance. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following items. (without "don't know")

N=833	Q30. Your race/ethnicity			Q31. Your total annual household income				Total
	White	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q12-11. Maintenance of City buildings</u>								
Very satisfied	7.6%	6.6%	5.1%	8.7%	8.4%	9.4%	4.6%	7.2%
Satisfied	41.8%	36.9%	55.9%	31.7%	41.9%	43.5%	46.3%	42.3%
Neutral	43.1%	40.2%	35.6%	46.2%	41.3%	39.4%	40.3%	41.8%
Dissatisfied	4.7%	10.7%	3.4%	7.7%	5.4%	5.3%	6.0%	5.7%
Very dissatisfied	2.7%	5.7%	0.0%	5.8%	3.0%	2.4%	2.8%	3.0%

Q13. Which TWO of the maintenance items listed in Question 12 do you think are MOST IMPORTANT for the City to provide? (top 2)

N=833

Q30. Your race/ethnicity			Q31. Your total annual household income				Total
White	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	

Q13. Sum of top 2 choices

Maintenance of major City streets	57.7%	43.0%	39.7%	42.2%	47.0%	57.6%	61.7%	53.5%
Maintenance of streets in your neighborhood	26.2%	34.9%	14.7%	32.8%	23.3%	25.3%	28.1%	26.8%
How quickly street repairs are made	26.9%	27.5%	30.9%	26.7%	28.2%	30.8%	24.6%	27.4%
Condition of street signs & traffic signals	5.2%	2.7%	4.4%	6.0%	5.4%	5.6%	3.5%	4.7%
Timing of traffic signals in City	20.7%	15.4%	16.2%	14.7%	23.3%	18.2%	19.9%	19.4%
Mowing & tree trimming along City streets & other public areas	5.1%	5.4%	11.8%	4.3%	6.4%	4.5%	5.9%	5.6%
Adequacy of City street lighting	8.0%	7.4%	7.4%	7.8%	11.9%	5.6%	6.3%	7.8%
Cleanliness of City streets & other public areas	12.8%	8.7%	22.1%	11.2%	15.3%	12.6%	12.5%	12.8%
Cleanliness of stormwater drains	8.7%	5.4%	10.3%	5.2%	5.4%	12.6%	8.6%	8.3%
Maintenance of City sidewalks in your neighborhood	7.2%	6.7%	7.4%	5.2%	8.9%	6.1%	7.4%	7.1%
Maintenance of City buildings	1.8%	0.0%	1.5%	0.9%	1.5%	1.5%	2.0%	1.4%
None chosen	9.3%	20.8%	16.2%	20.7%	11.4%	9.1%	9.4%	12.0%

Q14. Code Enforcement: Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following items. (without "don't know")

N=833	Q30. Your race/ethnicity			Q31. Your total annual household income				Total
	White	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	

Q14-1. Enforcement of cleanup of junk & debris on private property

Very satisfied	5.9%	8.4%	1.7%	9.1%	7.6%	5.7%	4.9%	5.9%
Satisfied	24.2%	30.5%	37.3%	21.2%	25.7%	25.7%	26.5%	26.4%
Neutral	32.8%	29.8%	23.7%	39.4%	31.6%	34.9%	28.3%	31.4%
Dissatisfied	24.6%	19.1%	20.3%	19.2%	23.4%	22.3%	26.5%	23.4%
Very dissatisfied	12.5%	12.2%	16.9%	11.1%	11.7%	11.4%	13.7%	12.9%

Q14-2. Enforcement of mowing & cutting of weeds & grass on private property

Very satisfied	3.8%	9.0%	3.4%	9.1%	6.1%	4.1%	3.2%	4.7%
Satisfied	24.8%	26.3%	32.2%	25.3%	20.1%	29.0%	26.8%	25.7%
Neutral	41.2%	38.3%	30.5%	42.4%	45.1%	40.2%	35.9%	39.9%
Dissatisfied	20.4%	13.5%	18.6%	14.1%	17.1%	19.5%	22.7%	18.8%
Very dissatisfied	9.9%	12.8%	15.3%	9.1%	11.6%	7.1%	11.4%	10.8%

Q14. Code Enforcement: Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following items. (without "don't know")

N=833	Q30. Your race/ethnicity			Q31. Your total annual household income				Total
	White	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	

Q14-3. Enforcement of exterior maintenance of residential property

Very satisfied	3.8%	9.7%	3.6%	7.5%	5.5%	6.7%	2.3%	4.8%
Satisfied	23.0%	19.4%	32.7%	22.6%	20.6%	21.8%	25.2%	23.0%
Neutral	43.0%	39.5%	36.4%	40.9%	46.1%	41.2%	40.5%	41.9%
Dissatisfied	19.8%	17.7%	16.4%	17.2%	19.4%	20.0%	19.8%	19.3%
Very dissatisfied	10.5%	13.7%	10.9%	11.8%	8.5%	10.3%	12.2%	11.0%

Q14-4. Enforcement of exterior maintenance of commercial/business property

Very satisfied	4.2%	8.0%	3.9%	9.7%	4.8%	7.2%	1.9%	4.8%
Satisfied	29.6%	29.6%	37.3%	32.3%	28.3%	28.9%	31.0%	30.2%
Neutral	44.7%	38.4%	37.3%	35.5%	47.0%	41.0%	42.1%	43.1%
Dissatisfied	17.1%	14.4%	11.8%	16.1%	15.1%	16.3%	19.0%	16.2%
Very dissatisfied	4.4%	9.6%	9.8%	6.5%	4.8%	6.6%	6.0%	5.7%

Q14. Code Enforcement: Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following items. (without "don't know")

N=833	Q30. Your race/ethnicity			Q31. Your total annual household income				Total
	White	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q14-5. Enforcement of sign regulations</u>								
Very satisfied	6.1%	9.1%	5.7%	8.7%	6.2%	8.1%	5.1%	6.6%
Satisfied	26.9%	28.1%	43.4%	26.1%	30.4%	28.8%	27.4%	28.5%
Neutral	48.4%	43.8%	35.8%	46.7%	48.4%	45.6%	44.2%	46.7%
Dissatisfied	12.0%	9.1%	13.2%	13.0%	9.3%	11.3%	13.7%	11.5%
Very dissatisfied	6.5%	9.9%	1.9%	5.4%	5.6%	6.3%	9.6%	6.7%

Q14-6. City efforts to remove abandoned or inoperative vehicles

Very satisfied	6.0%	5.7%	4.1%	7.6%	6.5%	7.9%	3.2%	5.8%
Satisfied	26.9%	29.5%	40.8%	31.5%	28.8%	27.2%	27.3%	28.6%
Neutral	43.4%	32.8%	26.5%	34.8%	40.5%	40.4%	41.2%	40.2%
Dissatisfied	15.1%	14.8%	18.4%	16.3%	14.4%	13.9%	18.2%	15.2%
Very dissatisfied	8.5%	17.2%	10.2%	9.8%	9.8%	10.6%	10.2%	10.2%

Q15. Which TWO of the code enforcement items listed in Question 14 do you think are MOST IMPORTANT for the City to provide? (top 2)

N=833

	Q30. Your race/ethnicity			Q31. Your total annual household income				Total
	White	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q15. Sum of top 2 choices</u>								
Enforcement of cleanup of junk & debris on private property	64.3%	53.7%	52.9%	52.6%	65.3%	58.1%	65.6%	61.3%
Enforcement of mowing & cutting of weeds & grass on private property	27.9%	28.2%	22.1%	28.4%	27.2%	29.3%	25.8%	27.4%
Enforcement of exterior maintenance of residential property	24.3%	20.8%	16.2%	21.6%	17.8%	23.7%	28.5%	23.3%
Enforcement of exterior maintenance of commercial/ business property	22.0%	20.1%	25.0%	15.5%	21.3%	22.2%	26.2%	21.8%
Enforcement of sign regulations	13.3%	14.1%	11.8%	12.9%	17.3%	14.6%	10.5%	13.3%
City efforts to remove abandoned or inoperative vehicles	19.7%	22.8%	25.0%	20.7%	28.2%	17.7%	18.8%	20.5%
None chosen	12.8%	18.1%	23.5%	23.3%	8.4%	15.7%	11.3%	14.6%

Q16. Have you contacted the City of Wilmington during the past year?

N=833	<u>Q30. Your race/ethnicity</u>			<u>Q31. Your total annual household income</u>				<u>Total</u>
	White	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q16. Have you contacted City of Wilmington during past year</u>								
Yes	54.8%	51.7%	52.9%	36.2%	49.0%	61.1%	62.1%	53.9%
No	45.2%	48.3%	47.1%	63.8%	51.0%	38.9%	37.9%	46.1%

Q16a. If "Yes," which City Department did you contact most recently? (without "not provided")

N=449	Q30. Your race/ethnicity			Q31. Your total annual household income				Total
		Black/ African						
	White	American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
Q16a. Which City Department did you contact most recently								
City Manager/City Council	5.4%	6.6%	2.8%	11.9%	2.0%	5.0%	5.0%	5.4%
Fire Department	1.2%	3.9%	2.8%	7.1%	1.0%	2.5%	0.6%	1.8%
Parks & Recreation	6.3%	9.2%	0.0%	7.1%	5.1%	8.4%	5.0%	6.3%
Planning	5.1%	6.6%	5.6%	11.9%	2.0%	5.9%	5.7%	5.4%
Police Department	12.9%	11.8%	30.6%	16.7%	15.2%	16.0%	11.9%	14.1%
Solid Waste	33.6%	31.6%	25.0%	21.4%	37.4%	29.4%	34.6%	32.7%
Business Licenses	0.6%	1.3%	0.0%	0.0%	0.0%	0.0%	1.9%	0.7%
Stormwater	6.3%	11.8%	5.6%	4.8%	8.1%	6.7%	8.2%	7.2%
Street Maintenance	11.7%	6.6%	8.3%	4.8%	11.1%	11.8%	11.3%	10.5%
Code Enforcement	11.1%	7.9%	13.9%	9.5%	9.1%	11.8%	10.7%	11.0%
Other	5.7%	2.6%	5.6%	4.8%	9.1%	2.5%	5.0%	5.1%

Q16b. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with the City employees in the Department you selected in Q16a with regard to the following. (without "don't know")

N=449	Q30. Your race/ethnicity			Q31. Your total annual household income				Total
	White	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q16b-1. How easy they were to contact</u>								
Very satisfied	28.5%	22.7%	8.3%	31.0%	25.5%	28.6%	23.9%	25.8%
Satisfied	48.0%	42.7%	55.6%	40.5%	50.0%	42.0%	50.3%	47.8%
Neutral	8.7%	25.3%	19.4%	21.4%	12.2%	12.6%	9.4%	12.3%
Dissatisfied	7.8%	6.7%	8.3%	2.4%	6.1%	12.6%	7.5%	7.8%
Very dissatisfied	6.9%	2.7%	8.3%	4.8%	6.1%	4.2%	8.8%	6.3%

Q16b-2. The way you were treated

Very satisfied	30.8%	23.3%	19.4%	28.9%	28.9%	35.6%	24.5%	28.4%
Satisfied	45.5%	45.2%	52.8%	36.8%	47.4%	39.0%	50.3%	46.1%
Neutral	13.5%	19.2%	16.7%	23.7%	13.4%	18.6%	11.0%	14.7%
Dissatisfied	6.5%	5.5%	5.6%	5.3%	6.2%	6.8%	6.5%	6.4%
Very dissatisfied	3.7%	6.8%	5.6%	5.3%	4.1%	0.0%	7.7%	4.4%

Q16b. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with the City employees in the Department you selected in Q16a with regard to the following. (without "don't know")

N=449	Q30. Your race/ethnicity			Q31. Your total annual household income				Total
		Black/ African		Under	\$30K to	\$60K to		
	White	American	Other	\$30K	\$59,999	\$99,999	\$100K+	
Q16b-3. Accuracy of information & assistance you were given								
Very satisfied	31.6%	21.6%	19.4%	27.5%	32.3%	36.8%	23.9%	28.7%
Satisfied	37.5%	36.5%	41.7%	25.0%	37.5%	29.1%	45.2%	37.7%
Neutral	16.4%	23.0%	16.7%	32.5%	15.6%	15.4%	16.8%	17.5%
Dissatisfied	9.0%	5.4%	8.3%	5.0%	7.3%	14.5%	4.5%	8.5%
Very dissatisfied	5.6%	13.5%	13.9%	10.0%	7.3%	4.3%	9.7%	7.6%

Q16b-4. How quickly City staff responded to your request

Very satisfied	29.8%	15.5%	25.0%	25.6%	29.2%	34.5%	22.2%	26.9%
Satisfied	31.3%	42.3%	30.6%	35.9%	33.3%	26.1%	36.7%	33.1%
Neutral	13.1%	19.7%	11.1%	17.9%	11.5%	15.1%	14.6%	13.9%
Dissatisfied	12.2%	11.3%	16.7%	10.3%	13.5%	13.4%	10.1%	12.6%
Very dissatisfied	13.7%	11.3%	16.7%	10.3%	12.5%	10.9%	16.5%	13.5%

Q16b. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with the City employees in the Department you selected in Q16a with regard to the following. (without "don't know")

N=449	Q30. Your race/ethnicity			Q31. Your total annual household income				Total
	White	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q16b-5. How well your issue was handled</u>								
Very satisfied	30.7%	16.7%	22.2%	28.2%	29.9%	33.6%	24.1%	27.5%
Satisfied	30.4%	33.3%	33.3%	28.2%	27.8%	27.6%	34.8%	31.2%
Neutral	12.9%	20.8%	8.3%	23.1%	13.4%	12.9%	12.0%	13.8%
Dissatisfied	10.4%	11.1%	11.1%	5.1%	12.4%	11.2%	9.5%	10.8%
Very dissatisfied	15.6%	18.1%	25.0%	15.4%	16.5%	14.7%	19.6%	16.7%

Q17. City Public Services. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following items. (without "don't know")

N=833	Q30. Your race/ethnicity			Q31. Your total annual household income				Total
	White	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q17-1. Residential trash collection services</u>								
Very satisfied	44.8%	38.4%	40.0%	37.8%	38.5%	49.5%	45.3%	43.0%
Satisfied	43.0%	39.0%	46.2%	38.7%	47.4%	40.4%	41.2%	42.7%
Neutral	8.2%	13.7%	6.2%	14.4%	9.4%	7.4%	8.2%	9.0%
Dissatisfied	2.8%	4.1%	4.6%	5.4%	2.1%	2.1%	3.7%	3.3%
Very dissatisfied	1.2%	4.8%	3.1%	3.6%	2.6%	0.5%	1.6%	2.0%

Q17-2. Curbside recycling services

Very satisfied	42.8%	37.2%	38.1%	35.6%	37.1%	47.0%	43.1%	41.3%
Satisfied	39.6%	44.5%	39.7%	37.5%	46.2%	37.8%	38.9%	40.6%
Neutral	10.0%	8.0%	14.3%	20.2%	9.7%	8.1%	7.5%	9.9%
Dissatisfied	5.0%	7.3%	3.2%	2.9%	4.8%	4.3%	7.9%	5.4%
Very dissatisfied	2.7%	2.9%	4.8%	3.8%	2.2%	2.7%	2.5%	2.9%

Q17. City Public Services. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following items. (without "don't know")

N=833	Q30. Your race/ethnicity			Q31. Your total annual household income				Total
	White	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q17-3. Bulky item pick up/removal services (old furniture, appliances, etc.)</u>								
Very satisfied	37.5%	31.2%	34.4%	24.5%	32.2%	42.0%	39.0%	35.8%
Satisfied	34.5%	39.9%	36.1%	30.4%	41.1%	35.2%	32.0%	35.8%
Neutral	15.1%	12.3%	9.8%	18.6%	15.0%	8.5%	17.5%	14.0%
Dissatisfied	10.0%	10.9%	16.4%	15.7%	8.3%	12.5%	9.6%	10.8%
Very dissatisfied	3.0%	5.8%	3.3%	10.8%	3.3%	1.7%	1.8%	3.5%

Q17-4. Yard waste collection services

Very satisfied	39.1%	33.3%	30.6%	27.0%	33.9%	43.7%	38.0%	37.3%
Satisfied	38.7%	39.1%	40.3%	32.0%	43.5%	38.3%	39.3%	39.0%
Neutral	10.5%	15.2%	16.1%	24.0%	13.0%	8.7%	9.8%	11.9%
Dissatisfied	8.9%	8.0%	8.1%	12.0%	6.2%	6.6%	10.7%	8.6%
Very dissatisfied	2.8%	4.3%	4.8%	5.0%	3.4%	2.7%	2.1%	3.2%

Q18. Several services provided by the City of Wilmington are listed below. For each one, please indicate if you used the service during the past 12 months. (without "don't know")

N=833	Q30. Your race/ethnicity			Q31. Your total annual household income				Total
	White	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q18-1. Used public transportation services supported by City</u>								
Yes	10.0%	22.6%	13.2%	31.3%	15.4%	6.4%	4.8%	12.4%
No	90.0%	77.4%	86.8%	68.8%	84.6%	93.6%	95.2%	87.6%
<u>Q18-2. Participated in recreation programs offered by City</u>								
Yes	19.1%	31.6%	16.2%	26.4%	19.7%	21.8%	21.0%	21.1%
No	80.9%	68.4%	83.8%	73.6%	80.3%	78.2%	79.0%	78.9%
<u>Q18-3. Participated (you or child) in youth activities offered by Police Department</u>								
Yes	2.6%	17.8%	3.0%	11.3%	4.6%	4.3%	3.6%	5.2%
No	97.4%	82.2%	97.0%	88.7%	95.4%	95.7%	96.4%	94.8%
<u>Q18-4. Visited City recreation centers</u>								
Yes	42.5%	57.1%	45.6%	45.3%	40.5%	48.9%	46.0%	45.4%
No	57.5%	42.9%	54.4%	54.7%	59.5%	51.1%	54.0%	54.6%

Q18. Several services provided by the City of Wilmington are listed below. For each one, please indicate if you used the service during the past 12 months. (without "don't know")

N=833	Q30. Your race/ethnicity			Q31. Your total annual household income				Total
	White	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q18-5. Visited a neighborhood or City park</u>								
Yes	87.9%	85.4%	85.3%	81.8%	88.1%	88.4%	89.8%	87.3%
No	12.1%	14.6%	14.7%	18.2%	11.9%	11.6%	10.2%	12.7%
<u>Q18-6. Used or called Fire services</u>								
Yes	8.1%	16.5%	13.4%	13.9%	10.0%	9.6%	8.3%	9.9%
No	91.9%	83.5%	86.6%	86.1%	90.0%	90.4%	91.7%	90.1%
<u>Q18-7. Called Code Enforcement</u>								
Yes	13.9%	22.1%	15.2%	16.0%	10.6%	17.6%	15.9%	15.5%
No	86.1%	77.9%	84.8%	84.0%	89.4%	82.4%	84.1%	84.5%
<u>Q18-8. Called or visited Police Department</u>								
Yes	32.5%	44.3%	40.3%	40.4%	32.0%	38.5%	31.6%	35.2%
No	67.5%	55.7%	59.7%	59.6%	68.0%	61.5%	68.4%	64.8%

Q18. Several services provided by the City of Wilmington are listed below. For each one, please indicate if you used the service during the past 12 months. (without "don't know")

N=833	Q30. Your race/ethnicity			Q31. Your total annual household income				Total
	White	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q18-9. Visited City's website</u>								
Yes	61.1%	59.0%	47.8%	50.0%	46.5%	67.9%	68.5%	59.6%
No	38.9%	41.0%	52.2%	50.0%	53.5%	32.1%	31.5%	40.4%
<u>Q18-10. Read City's newsletter</u>								
Yes	73.9%	76.3%	76.5%	59.3%	68.0%	78.2%	80.8%	74.4%
No	26.1%	23.7%	23.5%	40.7%	32.0%	21.8%	19.2%	25.6%
<u>Q18-11. Watched City's cable television channel</u>								
Yes	38.0%	52.9%	32.8%	49.5%	41.2%	36.2%	38.6%	40.1%
No	62.0%	47.1%	67.2%	50.5%	58.8%	63.8%	61.4%	59.9%
<u>Q18-12. Watched a video on City website</u>								
Yes	17.8%	26.8%	13.4%	20.4%	18.3%	19.5%	19.8%	18.9%
No	82.2%	73.2%	86.6%	79.6%	81.7%	80.5%	80.2%	81.1%

Q18. Several services provided by the City of Wilmington are listed below. For each one, please indicate if you used the service during the past 12 months. (without "don't know")

N=833	<u>Q30. Your race/ethnicity</u>			<u>Q31. Your total annual household income</u>				<u>Total</u>
		Black/ African		Under	\$30K to	\$60K to		
	White	American	Other	\$30K	\$59,999	\$99,999	\$100K+	
<u>Q18-13. Seen anything from City on Facebook, Twitter, Instagram or Nextdoor</u>								
Yes	43.2%	34.8%	46.9%	36.2%	41.2%	44.6%	45.7%	41.9%
No	56.8%	65.2%	53.1%	63.8%	58.8%	55.4%	54.3%	58.1%

Q19. Transportation and Other Issues. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following items. (without "don't know")

N=833	Q30. Your race/ethnicity			Q31. Your total annual household income				Total
	White	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	

Q19-1. Adequacy of public parking in Downtown Wilmington

Very satisfied	5.8%	2.2%	3.0%	2.0%	5.2%	4.2%	6.7%	4.9%
Satisfied	33.6%	24.6%	34.3%	20.6%	30.4%	34.6%	37.5%	31.9%
Neutral	23.7%	21.6%	20.9%	29.4%	19.1%	22.5%	21.3%	23.2%
Dissatisfied	25.4%	26.9%	29.9%	25.5%	30.9%	27.2%	24.1%	26.1%
Very dissatisfied	11.6%	24.6%	11.9%	22.5%	14.4%	11.5%	10.3%	13.8%

Q19-2. Availability of public transportation services in Wilmington

Very satisfied	6.7%	5.4%	4.1%	6.4%	4.6%	6.5%	7.5%	6.2%
Satisfied	25.2%	36.0%	26.5%	35.1%	27.8%	30.2%	20.6%	27.2%
Neutral	41.5%	36.0%	46.9%	33.0%	45.7%	38.1%	41.9%	41.0%
Dissatisfied	18.2%	12.6%	14.3%	14.9%	13.9%	14.4%	25.0%	16.9%
Very dissatisfied	8.4%	9.9%	8.2%	10.6%	7.9%	10.8%	5.0%	8.6%

Q19. Transportation and Other Issues. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following items. (without "don't know")

N=833	Q30. Your race/ethnicity			Q31. Your total annual household income				Total
		Black/ African		Under	\$30K to	\$60K to		
	White	American	Other	\$30K	\$59,999	\$99,999	\$100K+	
Q19-3. Ease of travel by car in City								
Very satisfied	4.0%	7.7%	5.9%	8.0%	5.5%	2.6%	4.7%	4.8%
Satisfied	27.4%	28.9%	41.2%	27.7%	28.5%	35.4%	25.9%	28.7%
Neutral	26.0%	23.2%	17.6%	28.6%	22.0%	25.1%	24.7%	24.8%
Dissatisfied	30.6%	21.1%	19.1%	23.2%	29.5%	25.6%	30.2%	28.1%
Very dissatisfied	12.1%	19.0%	16.2%	12.5%	14.5%	11.3%	14.5%	13.7%

Q19-4. Ease of walking in City

Very satisfied	6.6%	10.7%	9.5%	8.3%	7.3%	9.6%	6.6%	7.6%
Satisfied	37.6%	33.6%	38.1%	36.7%	35.6%	39.4%	38.9%	36.9%
Neutral	28.0%	30.7%	22.2%	36.7%	27.2%	25.5%	23.8%	28.2%
Dissatisfied	18.1%	17.9%	20.6%	11.9%	20.4%	18.1%	19.7%	18.3%
Very dissatisfied	9.6%	7.1%	9.5%	6.4%	9.4%	7.4%	11.1%	9.1%

Q19. Transportation and Other Issues. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following items. (without "don't know")

N=833	Q30. Your race/ethnicity			Q31. Your total annual household income				Total
		Black/ African		Under	\$30K to	\$60K to		
	White	American	Other	\$30K	\$59,999	\$99,999	\$100K+	
<u>Q19-5. Ease of biking in City</u>								
Very satisfied	4.6%	7.8%	9.1%	8.0%	6.3%	7.6%	3.4%	5.6%
Satisfied	21.5%	19.8%	21.8%	19.3%	19.4%	21.7%	23.7%	21.1%
Neutral	32.4%	38.8%	34.5%	43.2%	37.5%	35.7%	23.2%	33.8%
Dissatisfied	23.6%	19.0%	23.6%	17.0%	23.8%	21.0%	27.1%	22.8%
Very dissatisfied	17.9%	14.7%	10.9%	12.5%	13.1%	14.0%	22.7%	16.7%

Q19-6. Opportunities to attend cultural activities in Wilmington

Very satisfied	15.5%	11.4%	11.7%	10.5%	16.3%	15.1%	16.0%	14.4%
Satisfied	49.4%	39.0%	46.7%	40.7%	45.9%	44.1%	51.9%	47.4%
Neutral	27.4%	29.3%	28.3%	34.9%	28.5%	29.6%	22.1%	27.8%
Dissatisfied	5.7%	9.8%	6.7%	9.3%	6.4%	5.6%	6.9%	6.6%
Very dissatisfied	2.1%	10.6%	6.7%	4.7%	2.9%	5.6%	3.0%	3.9%

Q19. Transportation and Other Issues. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following items. (without "don't know")

N=833	Q30. Your race/ethnicity			Q31. Your total annual household income				Total
	White	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q19-7. Availability of affordable housing in Wilmington</u>								
Very satisfied	3.7%	2.4%	5.0%	4.0%	1.8%	4.2%	4.0%	3.6%
Satisfied	13.6%	13.4%	11.7%	12.9%	10.5%	11.4%	18.2%	13.5%
Neutral	33.5%	18.9%	33.3%	20.8%	29.2%	30.5%	35.9%	30.8%
Dissatisfied	23.8%	16.5%	28.3%	18.8%	25.1%	25.1%	23.2%	22.7%
Very dissatisfied	25.4%	48.8%	21.7%	43.6%	33.3%	28.7%	18.7%	29.5%

Q20. Capital Improvement Priorities. Major investments that are being made by the City are listed below. Using a scale of 1 to 5, where 5 means "extremely important" and 1 means "not important at all," please indicate how important you think it is for the city to continue to invest in the following projects. (without "don't know")

N=833

	Q30. Your race/ethnicity			Q31. Your total annual household income				Total
	White	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q20-1. Upgrades to public facilities (e.g. public buildings, Riverwalk, stormwater facilities)</u>								
Extremely important	29.7%	29.6%	28.8%	27.5%	24.4%	28.8%	35.6%	29.8%
Very important	33.8%	29.6%	28.8%	33.0%	31.1%	35.1%	34.4%	32.8%
Important	30.3%	30.4%	39.4%	32.1%	36.8%	31.4%	22.5%	30.9%
Not very important	5.5%	5.9%	3.0%	6.4%	5.7%	3.7%	6.7%	5.4%
Not important at all	0.7%	4.4%	0.0%	0.9%	2.1%	1.0%	0.8%	1.3%

Q20-2. Improvements to parks & open space

Extremely important	25.8%	23.5%	25.0%	20.4%	20.4%	27.2%	30.6%	25.6%
Very important	36.8%	33.1%	30.9%	30.6%	37.8%	34.6%	38.5%	35.6%
Important	28.3%	25.7%	36.8%	33.3%	29.1%	28.3%	25.0%	28.5%
Not very important	8.3%	8.8%	5.9%	13.0%	9.7%	8.9%	4.4%	8.1%
Not important at all	0.8%	8.8%	1.5%	2.8%	3.1%	1.0%	1.6%	2.2%

Q20. Capital Improvement Priorities. Major investments that are being made by the City are listed below. Using a scale of 1 to 5, where 5 means "extremely important" and 1 means "not important at all," please indicate how important you think it is for the city to continue to invest in the following projects. (without "don't know")

N=833	Q30. Your race/ethnicity			Q31. Your total annual household income				Total
		Black/ African		Under	\$30K to	\$60K to		
	White	American	Other	\$30K	\$59,999	\$99,999	\$100K+	
Q20-3. Improvements to Police/Fire facilities								
Extremely important	20.9%	30.1%	16.2%	24.5%	21.6%	21.8%	22.3%	22.1%
Very important	35.2%	26.5%	35.3%	36.8%	30.4%	33.0%	37.2%	33.8%
Important	35.2%	30.1%	39.7%	30.2%	38.7%	36.2%	30.2%	34.7%
Not very important	7.4%	8.1%	7.4%	4.7%	7.7%	7.4%	8.7%	7.5%
Not important at all	1.2%	5.1%	1.5%	3.8%	1.5%	1.6%	1.7%	1.9%

Q20-4. Improvements to City's transportation network (e.g. roads, bridges, public transit)

Extremely important	49.0%	55.6%	43.3%	41.4%	47.0%	51.3%	55.6%	49.6%
Very important	33.0%	27.5%	29.9%	34.2%	31.8%	32.5%	29.2%	31.8%
Important	15.7%	14.1%	22.4%	19.8%	18.2%	15.2%	13.2%	16.0%
Not very important	1.9%	1.4%	1.5%	1.8%	2.0%	1.0%	1.6%	1.7%
Not important at all	0.5%	1.4%	3.0%	2.7%	1.0%	0.0%	0.4%	0.9%

Q20. Capital Improvement Priorities. Major investments that are being made by the City are listed below. Using a scale of 1 to 5, where 5 means "extremely important" and 1 means "not important at all," please indicate how important you think it is for the city to continue to invest in the following projects. (without "don't know")

N=833	Q30. Your race/ethnicity			Q31. Your total annual household income				Total
	Black/ African			Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
	White	American	Other					
<u>Q20-5. Additional crosswalks, bike lanes, multi-use trails</u>								
Extremely important	37.1%	28.6%	32.8%	25.7%	31.1%	34.0%	45.4%	35.2%
Very important	24.5%	28.6%	26.9%	26.6%	30.1%	23.2%	23.1%	25.6%
Important	22.2%	22.9%	31.3%	33.0%	23.8%	23.2%	17.1%	23.1%
Not very important	12.0%	12.9%	6.0%	12.8%	9.8%	12.9%	12.0%	11.6%
Not important at all	4.2%	7.1%	3.0%	1.8%	5.2%	6.7%	2.4%	4.6%

Q20-6. Improvements to arts/cultural facilities

Extremely important	11.6%	17.7%	19.4%	15.1%	10.1%	14.9%	13.9%	13.4%
Very important	23.9%	24.1%	17.9%	21.7%	26.5%	23.9%	22.3%	23.4%
Important	43.5%	33.3%	38.8%	41.5%	40.7%	40.4%	42.2%	41.3%
Not very important	15.3%	16.3%	14.9%	19.8%	15.9%	14.4%	15.1%	15.3%
Not important at all	5.7%	8.5%	9.0%	1.9%	6.9%	6.4%	6.4%	6.5%

Q21. Which TWO of the capital improvements items listed in Question 20 would you be MOST WILLING to pay an increase in taxes to support? (top 2)

N=833	Q30. Your race/ethnicity			Q31. Your total annual household income				Total
	White	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q21. Sum of top 2 choices</u>								
Upgrades to public facilities (e.g. public buildings, Riverwalk, stormwater facilities)	24.9%	19.5%	20.6%	18.1%	24.3%	25.3%	25.8%	23.4%
Improvements to parks & open space	21.5%	15.4%	17.6%	8.6%	15.8%	23.7%	28.1%	19.9%
Improvements to Police/Fire facilities	14.9%	15.4%	11.8%	14.7%	18.8%	15.2%	12.5%	14.6%
Improvements to City's transportation network (e.g. roads, bridges, public transit)	35.1%	39.6%	25.0%	35.3%	38.1%	30.8%	35.9%	34.8%
Additional crosswalks, bike lanes, multi-use trails	28.4%	12.8%	26.5%	12.1%	24.3%	28.8%	32.8%	25.2%
Improvements to arts/cultural facilities	4.8%	9.4%	5.9%	6.9%	5.4%	7.1%	3.5%	5.6%
None chosen	31.6%	39.6%	45.6%	48.3%	33.2%	31.8%	27.3%	34.7%

Q22. Funding for City Services. Using a scale of 1 to 5, where 5 means "spend much more" and 1 means "spend much less," please indicate what you think about the City's current level of funding for each of the City services listed below. (without "not provided")

N=833	Q30. Your race/ethnicity			Q31. Your total annual household income				Total
		Black/ African		Under	\$30K to	\$60K to		
	White	American	Other	\$30K	\$59,999	\$99,999	\$100K+	
Q22-1. Upgrades to public facilities (e.g. public buildings, Riverwalk, stormwater facilities)								
Spend much more	5.3%	9.8%	7.6%	8.4%	4.6%	5.2%	7.0%	6.2%
Spend more	32.3%	28.6%	27.3%	30.8%	24.6%	33.5%	35.8%	31.3%
Spend about the same	53.6%	40.6%	50.0%	44.9%	58.5%	51.3%	49.0%	51.1%
Spend less	5.8%	12.8%	10.6%	7.5%	8.7%	7.3%	5.8%	7.4%
Spend much less	3.1%	8.3%	4.5%	8.4%	3.6%	2.6%	2.5%	4.1%

Q22-2. Improvements to parks & open space

Spend much more	9.7%	11.9%	7.6%	8.4%	5.6%	11.5%	12.2%	9.9%
Spend more	25.6%	19.3%	30.3%	19.6%	27.2%	21.9%	28.0%	24.8%
Spend about the same	53.5%	48.9%	47.0%	57.9%	52.8%	52.1%	51.2%	52.3%
Spend less	8.7%	11.9%	9.1%	8.4%	9.7%	11.5%	7.7%	9.2%
Spend much less	2.6%	8.1%	6.1%	5.6%	4.6%	3.1%	0.8%	3.8%

Q22. Funding for City Services. Using a scale of 1 to 5, where 5 means "spend much more" and 1 means "spend much less," please indicate what you think about the City's current level of funding for each of the City services listed below. (without "not provided")

N=833	Q30. Your race/ethnicity			Q31. Your total annual household income				Total
	White	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	

Q22-3. Improvements to Police/Fire facilities

Spend much more	5.5%	13.4%	9.4%	15.1%	7.7%	7.3%	2.9%	7.1%
Spend more	27.6%	23.1%	26.6%	35.8%	27.2%	29.3%	22.1%	26.8%
Spend about the same	56.6%	49.3%	50.0%	39.6%	51.8%	49.2%	66.4%	54.8%
Spend less	8.5%	10.4%	9.4%	6.6%	11.8%	10.5%	7.0%	8.9%
Spend much less	1.9%	3.7%	4.7%	2.8%	1.5%	3.7%	1.6%	2.4%

Q22-4. Improvements to City's transportation network (e.g. roads, bridges, public transit)

Spend much more	27.7%	35.3%	25.8%	28.7%	26.7%	30.7%	29.3%	28.9%
Spend more	42.5%	39.0%	34.8%	38.9%	44.1%	37.0%	44.7%	41.3%
Spend about the same	26.9%	22.1%	33.3%	28.7%	25.6%	30.2%	24.0%	26.5%
Spend less	1.7%	1.5%	4.5%	0.0%	3.6%	1.0%	1.6%	1.9%
Spend much less	1.2%	2.2%	1.5%	3.7%	0.0%	1.0%	0.4%	1.4%

Q22. Funding for City Services. Using a scale of 1 to 5, where 5 means "spend much more" and 1 means "spend much less," please indicate what you think about the City's current level of funding for each of the City services listed below. (without "not provided")

N=833	Q30. Your race/ethnicity			Q31. Your total annual household income				Total
	White	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	

Q22-5. Additional crosswalks, bike lanes, multi-use trails

Spend much more	20.4%	16.2%	17.9%	21.5%	15.2%	18.2%	24.2%	19.4%
Spend more	28.5%	26.5%	26.9%	23.4%	28.9%	27.1%	32.3%	28.1%
Spend about the same	32.9%	32.4%	34.3%	37.4%	37.1%	31.3%	27.4%	33.0%
Spend less	12.6%	15.4%	16.4%	11.2%	11.7%	16.7%	13.3%	13.4%
Spend much less	5.6%	9.6%	4.5%	6.5%	7.1%	6.8%	2.8%	6.2%

Q22-6. Improvements to arts/cultural facilities

Spend much more	5.1%	14.0%	9.0%	9.3%	5.6%	6.8%	5.7%	6.9%
Spend more	13.6%	12.5%	10.4%	15.7%	12.2%	13.6%	14.2%	13.3%
Spend about the same	54.7%	42.6%	49.3%	50.9%	54.1%	48.2%	54.7%	52.1%
Spend less	16.0%	19.1%	20.9%	13.9%	16.3%	22.0%	16.6%	16.9%
Spend much less	10.6%	11.8%	10.4%	10.2%	11.7%	9.4%	8.9%	10.7%

Q23. Strategic Planning. The city's major focus areas are listed below. Using a scale of 1 to 5, where 5 means "extremely important" and 1 means "not important at all," please indicate how important each of the City's focus areas are to you. (without "not provided")

N=833	Q30. Your race/ethnicity			Q31. Your total annual household income				Total
	Black/ African			Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
	White	American	Other					
<u>Q23-1. Share information, get citizen input, & build relationships</u>								
Extremely important	34.0%	46.1%	30.8%	36.0%	33.2%	37.6%	36.7%	35.9%
Very important	33.8%	32.6%	40.0%	33.3%	37.2%	29.6%	33.5%	34.2%
Important	28.4%	19.1%	27.7%	25.2%	27.6%	30.2%	26.3%	26.7%
Not very important	3.0%	1.4%	1.5%	1.8%	2.0%	2.6%	3.6%	2.6%
Not important at all	0.7%	0.7%	0.0%	3.6%	0.0%	0.0%	0.0%	0.6%

Q23-2. Improve local economy through public & private investments & partnerships

Extremely important	24.1%	34.6%	20.0%	29.0%	24.4%	25.0%	26.3%	25.7%
Very important	36.2%	38.2%	38.5%	32.7%	38.9%	34.6%	37.1%	36.8%
Important	29.9%	23.5%	35.4%	28.0%	32.1%	33.0%	25.9%	29.2%
Not very important	7.1%	2.9%	6.2%	5.6%	3.1%	5.9%	9.6%	6.3%
Not important at all	2.6%	0.7%	0.0%	4.7%	1.6%	1.6%	1.2%	2.0%

Q23. Strategic Planning. The city's major focus areas are listed below. Using a scale of 1 to 5, where 5 means "extremely important" and 1 means "not important at all," please indicate how important each of the City's focus areas are to you. (without "not provided")

N=833	Q30. Your race/ethnicity			Q31. Your total annual household income				Total
	Black/ African			Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
	White	American	Other					
<u>Q23-3. Work to ensure City is positioned for future sustainability & growth</u>								
Extremely important	48.2%	45.9%	46.2%	41.9%	43.6%	51.1%	52.2%	47.8%
Very important	31.2%	31.9%	33.8%	30.5%	32.8%	27.9%	33.5%	31.4%
Important	17.4%	19.3%	13.8%	21.0%	21.5%	17.4%	12.0%	17.4%
Not very important	2.0%	2.2%	4.6%	2.9%	1.0%	2.6%	2.4%	2.3%
Not important at all	1.2%	0.7%	1.5%	3.8%	1.0%	1.1%	0.0%	1.1%

Q23-4. Provide a safe community

Extremely important	62.0%	62.6%	69.2%	56.8%	57.4%	66.1%	65.9%	62.8%
Very important	28.3%	27.3%	29.2%	32.4%	33.3%	23.4%	26.2%	28.1%
Important	8.6%	10.1%	0.0%	9.0%	8.2%	8.9%	7.5%	8.1%
Not very important	0.7%	0.0%	1.5%	0.9%	1.0%	0.5%	0.4%	0.6%
Not important at all	0.5%	0.0%	0.0%	0.9%	0.0%	1.0%	0.0%	0.4%

Q23. Strategic Planning. The city's major focus areas are listed below. Using a scale of 1 to 5, where 5 means "extremely important" and 1 means "not important at all," please indicate how important each of the City's focus areas are to you. (without "not provided")

N=833	Q30. Your race/ethnicity			Q31. Your total annual household income				Total
	Black/ African			Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
	White	American	Other					
Q23-5. Support neighborhoods to help them thrive								
Extremely important	34.7%	54.7%	42.4%	46.8%	38.3%	40.8%	33.9%	39.0%
Very important	32.5%	27.3%	39.4%	32.1%	30.6%	32.5%	31.1%	32.1%
Important	27.1%	15.8%	15.2%	17.4%	26.5%	22.0%	28.7%	24.1%
Not very important	4.9%	2.2%	3.0%	2.8%	3.6%	4.2%	6.4%	4.3%
Not important at all	0.8%	0.0%	0.0%	0.9%	1.0%	0.5%	0.0%	0.6%

Q23-6. Provide a safe & efficient transportation system

Extremely important	30.4%	50.7%	29.7%	43.2%	32.5%	38.2%	29.8%	34.0%
Very important	32.6%	26.4%	29.7%	36.0%	34.0%	29.8%	27.8%	31.3%
Important	30.4%	20.0%	35.9%	16.2%	30.9%	28.8%	32.5%	29.0%
Not very important	5.4%	2.9%	3.1%	2.7%	2.1%	2.1%	9.1%	4.7%
Not important at all	1.2%	0.0%	1.6%	1.8%	0.5%	1.0%	0.8%	1.0%

Q24. Overall Ratings of the City. Using a scale of 1 to 5, where 5 means "excellent" and 1 means "poor," please rate the City of Wilmington with regard to the following. (without "don't know")

N=833	Q30. Your race/ethnicity			Q31. Your total annual household income				Total
	White	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q24-1. As a place to live</u>								
Excellent	33.9%	22.6%	29.4%	23.5%	27.7%	35.4%	35.9%	31.4%
Good	52.0%	48.6%	54.4%	51.3%	55.9%	46.7%	53.1%	51.6%
Neutral	8.4%	9.6%	10.3%	11.3%	7.9%	11.3%	5.9%	8.7%
Below average	4.4%	12.3%	4.4%	8.7%	7.4%	4.6%	3.9%	5.9%
Poor	1.3%	6.8%	1.5%	5.2%	1.0%	2.1%	1.2%	2.3%

Q24-2. As a place to raise children

Excellent	23.9%	16.5%	25.8%	19.6%	19.6%	23.9%	26.6%	22.7%
Good	48.4%	40.3%	41.9%	39.2%	53.1%	42.0%	48.1%	46.3%
Neutral	16.7%	20.1%	22.6%	18.6%	17.9%	19.9%	14.2%	17.9%
Below average	8.0%	12.9%	4.8%	13.7%	6.1%	10.8%	8.2%	8.6%
Poor	3.0%	10.1%	4.8%	8.8%	3.4%	3.4%	3.0%	4.5%

Q24. Overall Ratings of the City. Using a scale of 1 to 5, where 5 means "excellent" and 1 means "poor," please rate the City of Wilmington with regard to the following. (without "don't know")

N=833	Q30. Your race/ethnicity			Q31. Your total annual household income				Total
	White	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	

Q24-3. As a place to work or build a business

Excellent	14.5%	11.4%	10.3%	13.6%	11.4%	15.4%	13.9%	13.6%
Good	38.4%	34.3%	42.6%	30.9%	46.1%	36.2%	38.5%	38.1%
Neutral	22.8%	26.4%	29.4%	26.4%	23.3%	21.3%	25.8%	24.0%
Below average	19.0%	18.6%	11.8%	20.9%	15.0%	21.3%	17.2%	18.4%
Poor	5.2%	9.3%	5.9%	8.2%	4.1%	5.9%	4.5%	6.0%

Q24-4. As a place to retire

Excellent	29.3%	28.4%	27.7%	29.7%	26.7%	29.1%	30.9%	29.1%
Good	45.2%	41.1%	47.7%	37.8%	44.1%	44.0%	48.0%	44.5%
Neutral	15.0%	19.1%	15.4%	19.8%	19.0%	14.8%	12.6%	15.9%
Below average	7.2%	7.1%	6.2%	5.4%	6.2%	9.9%	6.9%	7.1%
Poor	3.3%	4.3%	3.1%	7.2%	4.1%	2.2%	1.6%	3.4%

Q24. Overall Ratings of the City. Using a scale of 1 to 5, where 5 means "excellent" and 1 means "poor," please rate the City of Wilmington with regard to the following. (without "don't know")

N=833	Q30. Your race/ethnicity			Q31. Your total annual household income				Total
	White	Black/ African American	Other	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	
<u>Q24-5. As a place to visit</u>								
Excellent	49.0%	40.3%	45.6%	43.4%	47.5%	47.4%	48.8%	47.2%
Good	41.3%	38.2%	39.7%	39.8%	40.0%	42.8%	39.2%	40.6%
Neutral	6.9%	13.9%	4.4%	11.5%	7.0%	5.7%	9.2%	7.9%
Below average	2.2%	4.2%	8.8%	3.5%	4.5%	4.1%	1.6%	3.1%
Poor	0.7%	3.5%	1.5%	1.8%	1.0%	0.0%	1.2%	1.2%